



# ST. STEPHEN'S

Ending Homelessness



**Fiscal Year 2020**

# YEAR-END REPORT

**July 1, 2019 - June 30, 2020**

**ST. STEPHEN'S HUMAN SERVICES**  
2309 Nicollet Ave, Minneapolis, MN 55404

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# Minneapolis Housing Availability & Cost

## Median Rental Costs

1 Bedroom



July 2019 \$1,100  
July 2018 \$975



2 Bedroom



July 2019 \$1,400  
July 2018 \$1,215



3 Bedroom



July 2019 \$1,600  
July 2018 \$1,413



## Monthly Income Required to Rent a Home

Based on requirement of income equal to 2.5x rent



1 Bedroom

**\$2,750**

2 Bedroom

**\$3,500**

3 Bedroom

**\$4,000**

## Rental Vacancies Affordable by Income Level

(Family of four)

In 2018, Hennepin County Unhoused Single Adults earned an average of

**\$535/month,**

or

**8%**

**Area Median Income (AMI) for a Single Adult**

July 2018

July 2019

30% AMI (\$30,000)

**0%**

**0%**

50% AMI (\$50,000)

**8%**

**9%**

60% AMI (\$60,000)

**28%**

**34%**

80% AMI (\$80,000)

**79%**

**67%**

100% AMI (\$100,000)

**92%**

**89%**

Sources:

<https://www.housinglink.org/docs/default-source/mainlibrary/rentalhousingbriefminneapolis201907.pdf>

[http://mnhomeless.org/minnesota-homeless-study/detailed-data-interviews/2018/HennepinCounty\\_Adult2018\\_Tables72-86.pdf](http://mnhomeless.org/minnesota-homeless-study/detailed-data-interviews/2018/HennepinCounty_Adult2018_Tables72-86.pdf)

# Agency-Wide Overview

During FY2020, St. Stephen's served...



Households



Unique  
Individuals



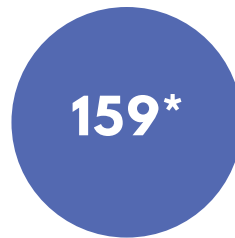
Families



Single Adults



Children



Veterans



**683** Next Step assessments were completed with Hennepin County families.



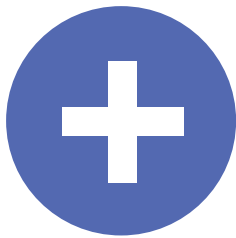
**1,132** individuals were provided shelter for at least one night.



Households served by our Prevention programs received an average of **\$3,223** per household.



Street Outreach staff had **4,647** engagements with **1,020** known individuals & **1,638** with unknown individuals.



**47.3%** of households were new to their program in FY20, while **52.7%** carried over from last year.



240 of 471 households (**51%**) who were homeless during FY20 were housed during that time frame.

\*Totals exclude Next Step Assessor clients & unknown Outreach clients

# Head of Household Demographics

Demographic Data is self-identified by clients in ClientTrack & HMIS.  
Clients may decline to answer any question(s).

## Race

A disproportionate number of SSHS Heads of Household (HoH) identified as Black or African American (**54.4%**) or Native American (**11.6%**) compared to Hennepin County, where 13.1% of residents identified as Black or African American and 0.7% as Native American. This highlights the white supremacy inherent in systems that prevent people from building wealth and credit, and consequently, maintaining stable housing.

## Gender

The overall gender breakdown of SSHS HoHs differed only slightly to the population of Hennepin County. Self-identified women made up **47.2%** of SSHS HoHs (50.5% Hennepin Co.) and self-identified men accounted for **51.8%** (49.5% Hennepin Co.). The Hennepin County statistics have yet to include a growing segment of our community, however: those who identify as transgender, gender non-binary, or gender non-conforming. At SSHS, **1.04%** of all HoHs identified as part of this segment - a population that disproportionately experiences homelessness and to whom we began providing focused service via our Rainbow Rapid Rehousing program as of January 2020.

## Age

**401 (18.9%)** of SSHS HoH were 55 years of age or older - a growing segment of our client population (31.9% Hennepin Co). **155 (7.3%)** of SSHS HoH ages 18-24 were served overall - a significant number for an agency that does not specifically target youth.

## Veteran Status

**159 (5.2%)** individuals were known to be Veterans. Thanks to increased efforts to serve this population, this number is down from 6.6% at the same time last year. An estimated 5.7% of Hennepin County's adult population are Veterans.

## Disabling Condition

**64.3%** of SSHS Heads of Household self-identified a Disabling Condition, which can include both mental and physical disabilities. This is dramatically out of proportion with the overall adult population of Hennepin County, who come in at just 11.7%. Housing instability is often brought about and exacerbated by the presence of a disability and the barriers to health insurance and employment that in turn cause financial hardship. Likewise, the inverse is true: housing instability can contribute to and exacerbate existing disabling conditions.

Source: <https://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/>  
Detailed SSHS demographic data available in appendix.

# Annual Agency Expenses

Program expenses are divided into four main segments to reflect how financial resources support clients:

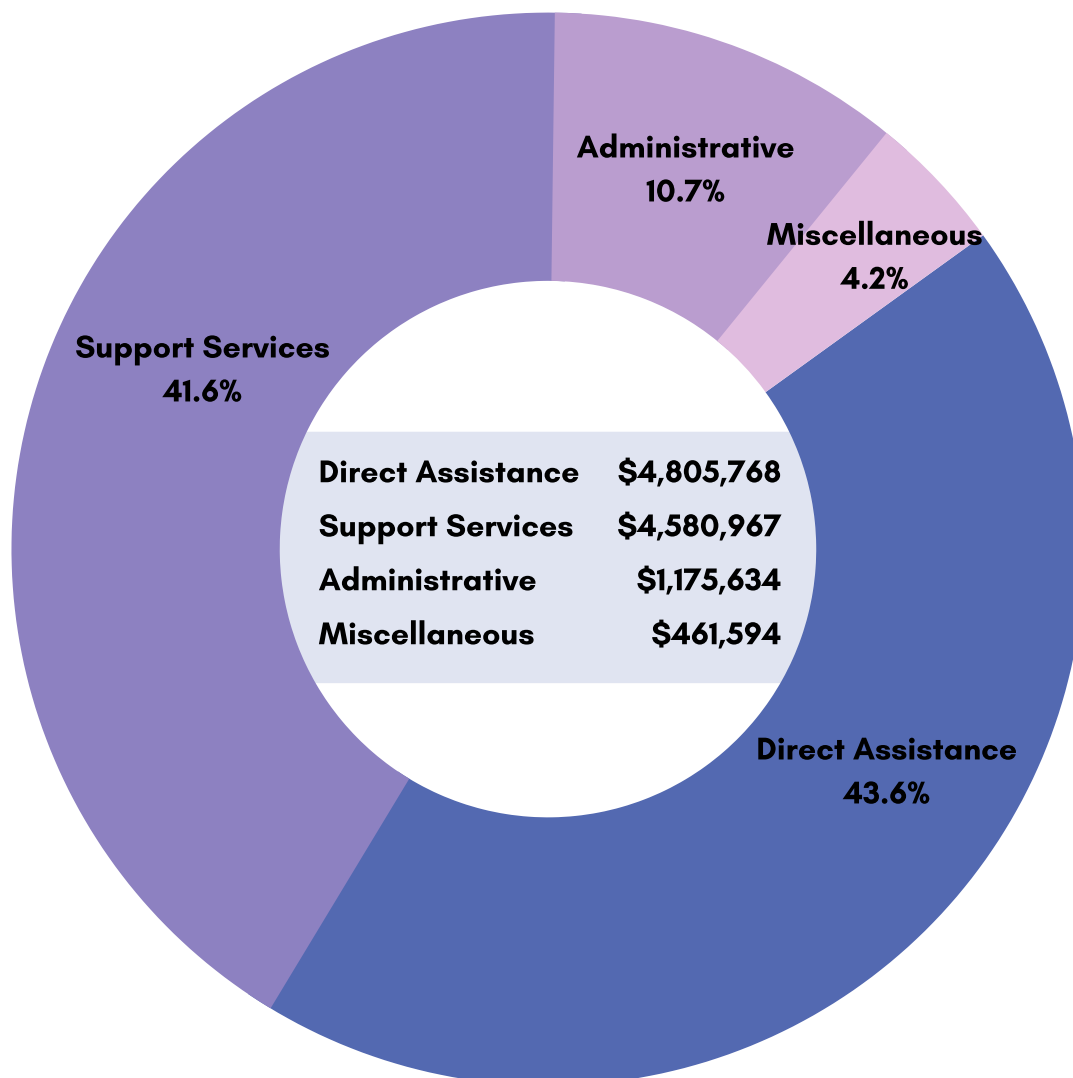
**Support Services:** Direct expenses to support staffing costs including salaries, benefits, taxes, office expenses (supplies, technology and space), mileage, and trainings.

**Direct Assistance:** Financial assistance provided directly to clients.

**Miscellaneous:** Additional expenses for Building, Food, Program-Specific Supplies, and Program-Specific Development costs.

**Administrative:** Staffing expenses for non-program specific positions including ED, HR, Finance, Contracts, and Welcome Center. Includes general operating expenses such as IT support, audit fees, insurance, legal fees, client data support, office supplies, and space costs.

The following chart illustrates the breakdown of program expenses for all programs included in this report. Detailed breakdowns by program type are available on later summary pages:



# Coordinated Entry System Assessments

The **Coordinated Entry System (CES)** is the county's approach to organizing and referring to housing services for people experiencing homelessness in Hennepin County. Because housing resources are limited, this process is designed to ensure that individuals and families with the highest vulnerability, service needs, and length of homelessness receive top priority in housing placement.

On March 3, 2020, the Hennepin County Coordinated Entry Leadership Committees voted to stop using the VI-SPDAT as part of the CES assessment based on The C4 Innovations findings and feedback from the community and CES assessors "that use of the VI-SPDAT unfairly favors white people over people of color, thereby perpetuating racial inequities within the homeless system". Households will now be prioritized using the following criteria, in this order: disability, chronic homelessness, and number of HUD months homeless.

St. Stephen's Street Outreach and Shelter teams are able to conduct Coordinated Entry System housing assessments for single adults, while **Next Step Assessors** are the primary assessors for Families in Hennepin County.



SSHS Shelter & Outreach Clients active in Coordinated Entry

**1,277**



SSHS Shelter & Outreach Clients active in Coordinated Entry who have housing referrals

**341**



Next Step Assessments completed with Hennepin County families

**683**



Next Step Assessments scheduled 3 business days from referral

**93%**



Next Step Assessments completed within 10 business days from referral

**91%**



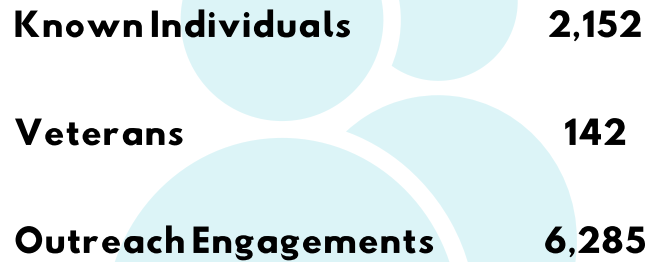
Next Step Assessments completed within 10 business days from referral when clients showed to their 1st appointment

**96%**

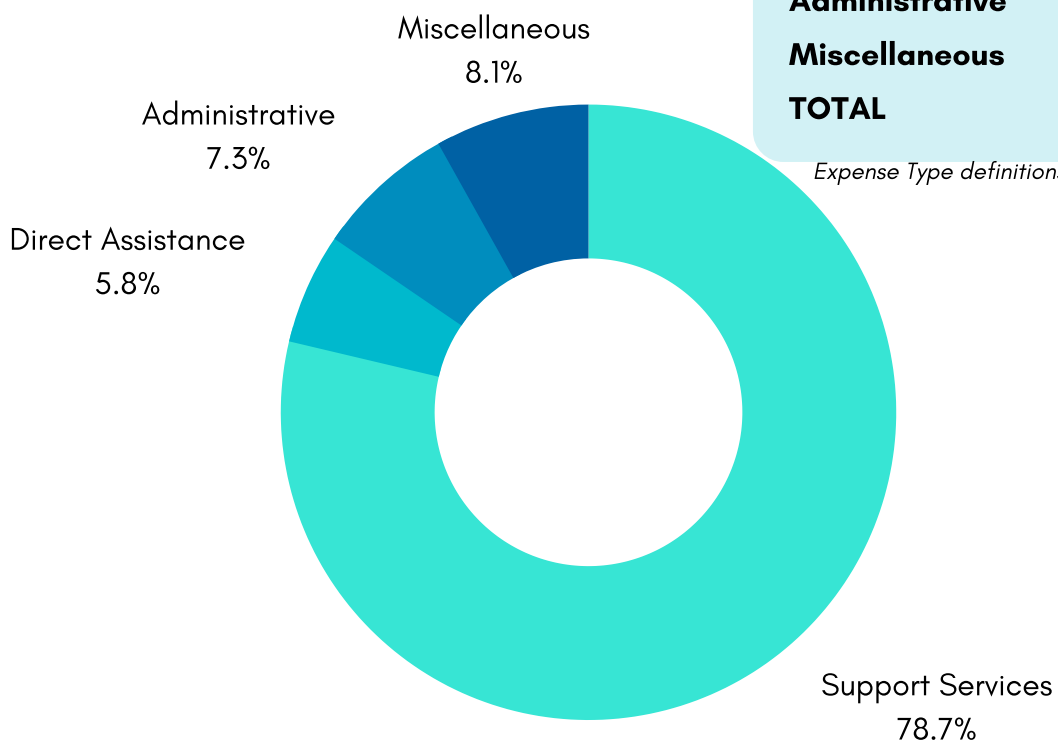
# Shelter & Outreach Programs Overview

Includes Shelter Stay (Clinton & FCC), Shelter Services, Shelter Savings, SHiFT, Veteran-Specific Outreach, and Street Outreach.

## Total Clients Served



## Annual Expenses



<b>Support Services</b>	<b>\$2,127,459</b>
<b>Direct Assistance</b>	<b>\$157,752</b>
<b>Administrative</b>	<b>\$198,666</b>
<b>Miscellaneous</b>	<b>\$219,290</b>
<b>TOTAL</b>	<b>\$2,703,167</b>

*Expense Type definitions available on pg. 4*



# Shelter

Since 1981, St. Stephen's Shelter at 2211 Clinton Ave. has been providing shelter for up to 44 individuals who identify as men experiencing homelessness each night. Responding to the changing landscape of shelter needs and utilization, St. Stephen's began partnering with First Covenant Church and Hennepin County in November 2017 to provide year-round, emergency overnight shelter located in the basement of First Covenant Church. St. Stephen's Shelter at First Covenant serves up to 50 single adults per night, including people of all gender identities over the age of 18, and provides the only shelter space in Hennepin County for partners to stay together.



**1,132 individuals, including 60 veterans, were provided Shelter for at least one night.**

Shelter guests stayed an average of **20** nights. **68.2%** stayed 7 nights or fewer. **15.8%** stayed more than 30 nights.

**78** individuals became housed during FY20



Since the onset of COVID-19, **230** medically-vulnerable individuals have been provided Shelter in a hotel setting where greater social distancing measures could be taken. To date, **0** cases of COVID-19 have been confirmed among our guests.

**44 of 88 (50%) of clients who engaged with programs such as Shelter Services, Shelter Savings, or SHiFT exited Stably Housed\*, compared to 7% who did not engage with these programs.**

- 16** Rental by client, no ongoing housing subsidy
- 10** Permanent housing (other than RRH) for formerly homeless persons
- 5** Rental by client in a public housing unit
- 5** Rental by client with RRH or equivalent subsidy
- 3** Rental by client, other ongoing housing subsidy
- 3** Staying with family or friends, permanent tenure
- 2** Transitional Housing for homeless persons
- 9** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 3** Substance abuse treatment facility or detox center
- 2** Staying or living with family or friends, temporary tenure
- 1** Hotel or motel paid for without Emergency Shelter Voucher
- 29** Unknown

\*Categories in blue indicate outcomes defined by funders as stably housed at exit.

# Street Outreach

Street Outreach works throughout Hennepin County (with a primary focus on Minneapolis) to interact with people living in places not meant for human habitation. They help people navigate the various crises that occur while lacking stable housing and meet people where they are at to address immediate basic needs for safety and survival outside while assisting them in their process towards permanent housing.



**During FY2020, Street Outreach Workers had 4,647 engagements with 1,020 known individuals, including 82 who identified as Veterans.**

**Staff also had 1,638 engagements with unknown individuals**

**92** of these individuals were housed during this Fiscal Year.



**These engagements took place at a variety of Hennepin County locations:**

**3,391** St. Stephen's Office

**1,315** South

**491** Downtown

**461** Southwest

**204** North

**119** Greenway

**95** University of Minnesota

**72** Greater Metro Area

**68** Northeast

**53** Southeast

**Over 18,000 services were offered by Outreach Workers:**

**5,917** Relationship Building

**4,053** Provided Basic Needs Items

**1,355** Community Resource Offered

**1,196** Contact with 3rd Parties

**1,176** Engaged w/ New Person

**995** Housing Support

**796** Transportation

**597** Substance Use Disorder Support

**536** Shelter Assistance

**453** Medical Care

**301** Housing Readiness

**140** Financial Assistance

**130** Identification Support

**118** Assessment Offered

**96** Legal Support

**96** Mental Health

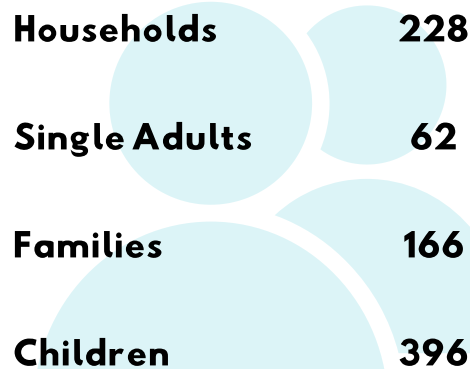
**59** Crisis Intervention

**38** Employment Support

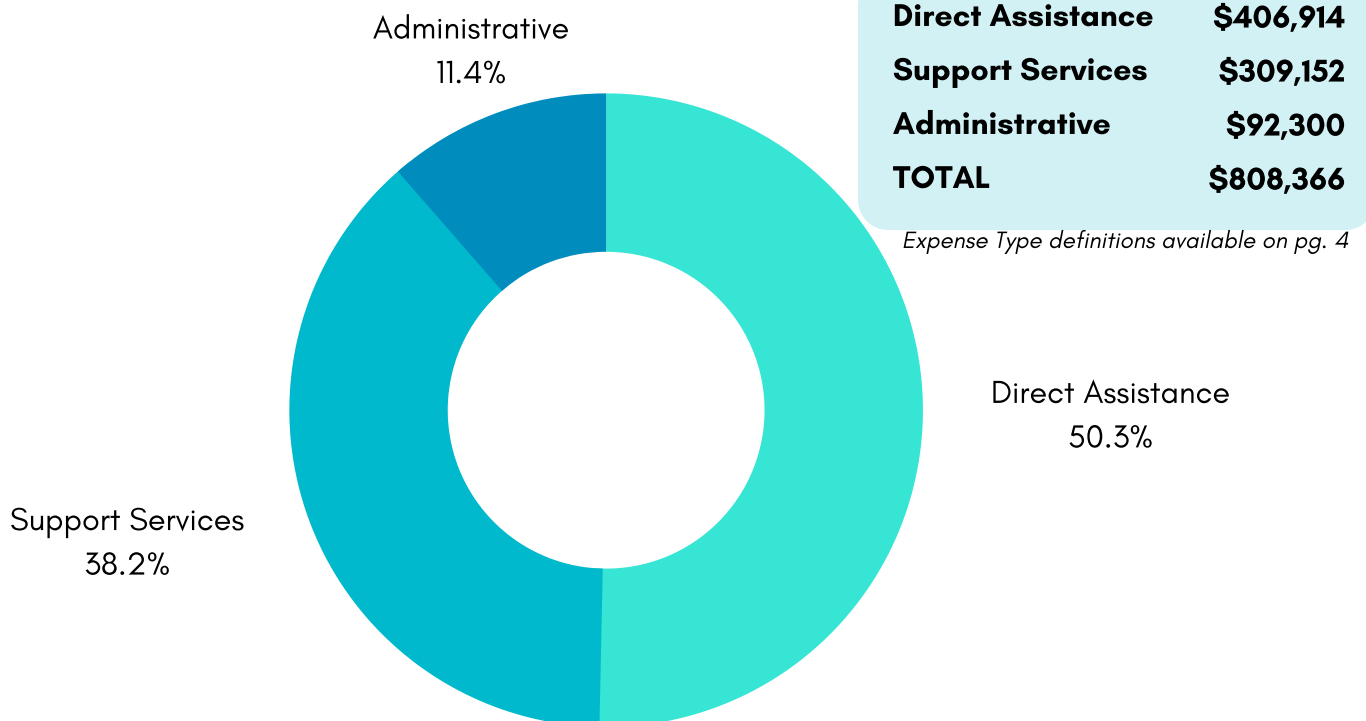
# Early Intervention Programs Overview

*Includes Fast Track, Traditional Prevention, Targeted Prevention, and Pohlard Prevention.*

## Total Clients Served



## Annual Expenses



# Traditional Homeless Prevention

Traditional Homeless Prevention provides financial counseling, short-term financial assistance, and short-term case management services to those at imminent risk of losing their housing.



**48 families comprised of 63 adults & 93 children and 17 single adults received case management.**

An average of **\$2,271.11** was provided per household.

**58 families exited the program and 55 of those exited (96.5%) were Stably Housed\* at exit.**

- 52** Rental by client, no ongoing housing subsidy
- 3** Rental by client, other ongoing housing subsidy
- 1** Place not meant for human habitation
- 1** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 1** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, Traditional Prevention Case Managers entered 57 New Intakes, 58 Exits, & 114 Case Management hours.**

# Targeted Homeless Prevention

Targeted Homeless Prevention provides unstably-housed families intensive case management services. These services can range from one-time crisis management to ongoing case management for up to 24 months. Families may receive direct financial assistance ranging from an application fee to short-term, monthly rental assistance.



**24 families, including 27 adults & 69 children, received case management.**

An average of **\$4,171.41** was provided per household.

**8 families exited the program and 3 of those exited (37.5%) were Stably Housed\* at exit.**

- 3** Rental by client, no ongoing housing subsidy
- 3** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 1** Staying or living with family or friends, temporary tenure
- 1** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, Targeted Prevention Case Managers entered 13 New Intakes, 8 Exits, & 129 Case Management hours.**

# Pohlad Homeless Prevention

St. Stephen's Prevention Assistance Program, funded by the Pohlad foundation, benefits families meeting the primary known predictor of future shelter stays: recent histories of homelessness. The goal is to prevent these families from returning to homelessness by keeping them stably housed with prevention assistance funds.



**36 families, including 47 adults & 97 children, received case management.**

An average of **\$3,227.68** was provided per household.

**36 families exited the program and 28 of those exited (77.7%) were Stably Housed\* at exit.**

- 26** Rental by client, no ongoing housing subsidy
- 2** Rental by client, other ongoing housing subsidy
- 3** Staying or living with family or friends, temporary tenure
- 3** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 1** Hotel or motel paid for without Emergency Shelter Voucher
- 1** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, Pohlad Prevention Case Managers entered 26 New Intakes, 36 Exits, & 207 Case Management hours.**

# Fast Track

Fast Track is a condensed form of Rapid Rehousing for families and single adults with higher income. This program offers assistance with the housing search, application fees, and referrals to Bridging for furniture, but no ongoing rental assistance or case management.



**66 families comprised of 95 adults & 151 children and**

**45 single adults received case management.**

**68** households were housed in an average of **56** days. The median Days to Housed was **41**.

**89 households exited the program and 69 of those exited (77.5%) were Stably Housed\* at exit.**

- 53** Rental by client, no ongoing housing subsidy
- 12** Rental by client, other ongoing housing subsidy
- 3** Staying or living with family or friends, permanent tenure
- 1** Rental by client, with HCV voucher (tenant or project based)
- 9** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 2** Staying or living with family or friends, temporary tenure
- 9** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



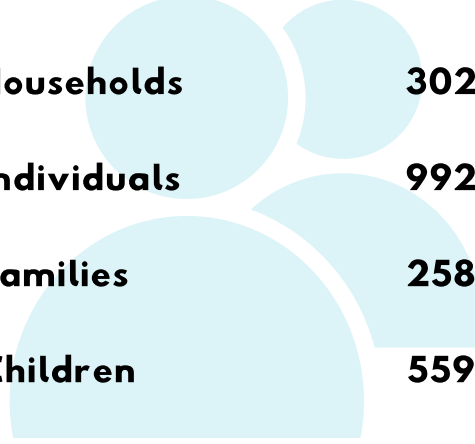
**During FY20, FRRH Fast Track Case Managers entered 83 New Intakes, 89 Exits, & 405 Case Management hours.**

# Rapid Rehousing Programs

## Overview

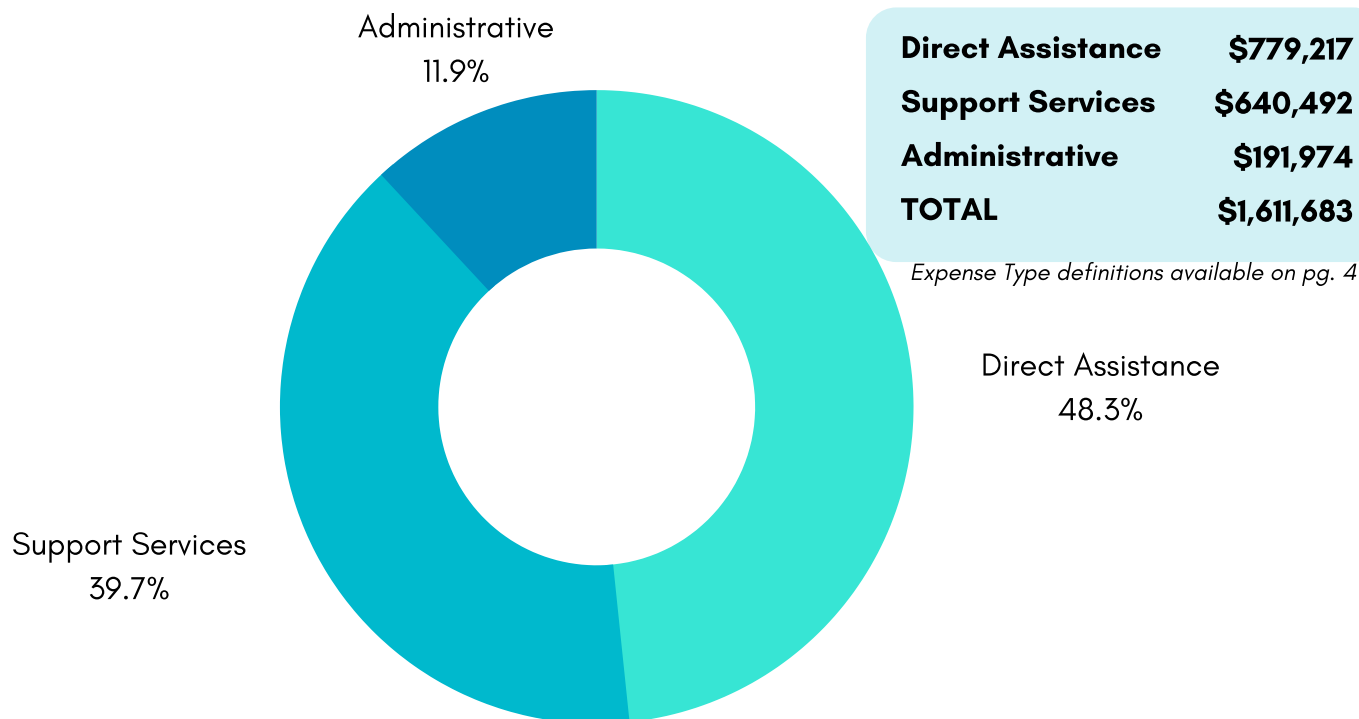
*Includes Family Rapid Rehousing, Employment-Enriched FRRH, FRRH Critical Time Intervention, Rainbow Rapid Rehousing, and Single Adult Rapid Rehousing*

### Total Clients Served



<b>Households</b>	<b>302</b>
<b>Individuals</b>	<b>992</b>
<b>Families</b>	<b>258</b>
<b>Children</b>	<b>559</b>
<b>Single Adults</b>	<b>44</b>
<b>Veterans</b>	<b>3</b>

### Annual Expenses





# Family Rapid Rehousing

Family Rapid Rehousing provides services for families with moderate acuity levels to move quickly from shelter to permanent housing. The program offers direct assistance for rent, application fees, security deposits, utilities, and transportation in addition to supportive services for an average of 6-12 months.



**147 families, including 180 adults & 331 children, received case management.**

**74 families** were housed in an average of **34 days**.

The median Days to Housed was **22**.

**96 families exited the program and 71 of those exited (73.9%) were Stably Housed\* at exit.**

- 48** Rental by client, no ongoing housing subsidy
- 9** Rental by client, other ongoing housing subsidy
- 7** Staying with family or friends, permanent tenure
- 3** Rental by client in a public housing unit
- 2** Permanent housing (other than RRH) for formerly homeless persons
- 1** Rental by client, with HCV voucher (tenant or project based)
- 1** Transitional Housing for homeless persons
- 8** Staying or living with family or friends, temporary tenure
- 4** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 2** Hotel or motel paid for without Emergency Shelter Voucher
- 1** Jail, prison, or juvenile detention facility
- 1** Place not meant for human habitation
- 9** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, FRRH Case Managers entered 73 New Intakes, 96 Exits, & 1,321 Case Management hours.**

# Single Adult Rapid Rehousing

Single Adult Rapid Rehousing works with individuals with moderate acuity levels to move quickly from shelter or places not meant for human habitation to permanent housing. The program offers direct assistance for rent, application fees, security deposits, utilities, and transportation in addition to supportive services for an average of 6-12 months.



**44 individuals, including 3 veterans, received case management.**

**16** individuals were housed in an average of **16** days.  
The median Days to Housed was **7**.

**27 individuals exited the program and 21 of those exited (77.7%) were Stably Housed\* at exit.**

- 15** Rental by client, no ongoing housing subsidy
- 4** Staying or living with family or friends, permanent tenure
- 1** Rental by client, other ongoing housing subsidy
- 1** Rental by client in a public housing unit
- 1** Staying or living with family or friends, temporary tenure
- 1** Place not meant for human habitation
- 4** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, SRRH Case Managers entered  
23 New Intakes, 27 Exits, & 162 Case Management hours.**

# Employment-Enriched Family Rapid Rehousing

The Employment Enriched Family Rapid Rehousing (EEFRRH) provides Rapid Rehousing services with a specific goal to improve housing stability by helping families increase their earned income while in the program.



**73 families, including 93 adults & 150 children, received case management.**

**38 families** were housed in an average of **49 days**.  
The median Days to Housed was **37**.

**39 families exited the program and 35 of those exited (89.7%) were Stably Housed\* at exit.**

- 29** Rental by client, no ongoing housing subsidy
- 5** Rental by client, other ongoing housing subsidy
- 1** Rental by client in a public housing unit
- 2** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 1** Staying or living with family or friends, temporary tenure
- 1** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**35 clients worked with the Family Employment Specialist in addition to their EEFRRH Case Manager during FY20.**



**During FY20, EEFRRH Case Managers entered 38 New Intakes, 39 Exits, & 301 Case Management hours.**

# Family Rapid Rehousing - Critical Time Intervention

Critical Time Intervention (CTI) Family Rapid Rehousing offers direct assistance for rent, application fees, security deposits, utilities, and moving fees in addition to supportive services for an average of 9-12 months. Eligible households must have an adult who self-discloses a mental health challenge or diagnosis.



**30 families, including 37 adults & 67 children, received case management.**

**15 families** were housed in an average of **50** days.  
The median Days to Housed was **45**.

**17 families exited the program and 16 of those exited (94.1%) were Stably Housed\* at exit.**

- 12** Rental by client, no ongoing housing subsidy
- 2** Rental by client, other ongoing housing subsidy
- 2** Staying or living with family or friends, permanent tenure
- 1** Staying or living with family or friends, temporary tenure

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, CTI Case Managers entered  
17 New Intakes, 17 Exits, & 260 Case Management hours.**

# Rainbow Rapid Rehousing

Rainbow Rapid Rehousing, a new program beginning in January 2020, is designed to meet the needs of LGBTQ+ families that are currently unable to safely access mainstream housing and shelter resources. This program will continue to prioritize referrals directly from community-based organizations that serve LGBTQ+ families until our community's Coordinated Entry System can safely accommodate LGBTQ+ households. The program includes the three core components of RRH (housing search assistance, rental assistance, and case management to promote housing stability) through a population-specific lens.



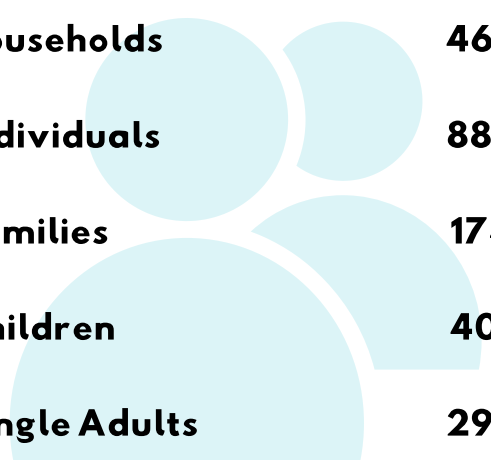
**8 families, including 9 adults & 11 children, received case management.**

**5 families were housed in an average of 19 days.**

# Permanent Supportive Housing Programs Overview

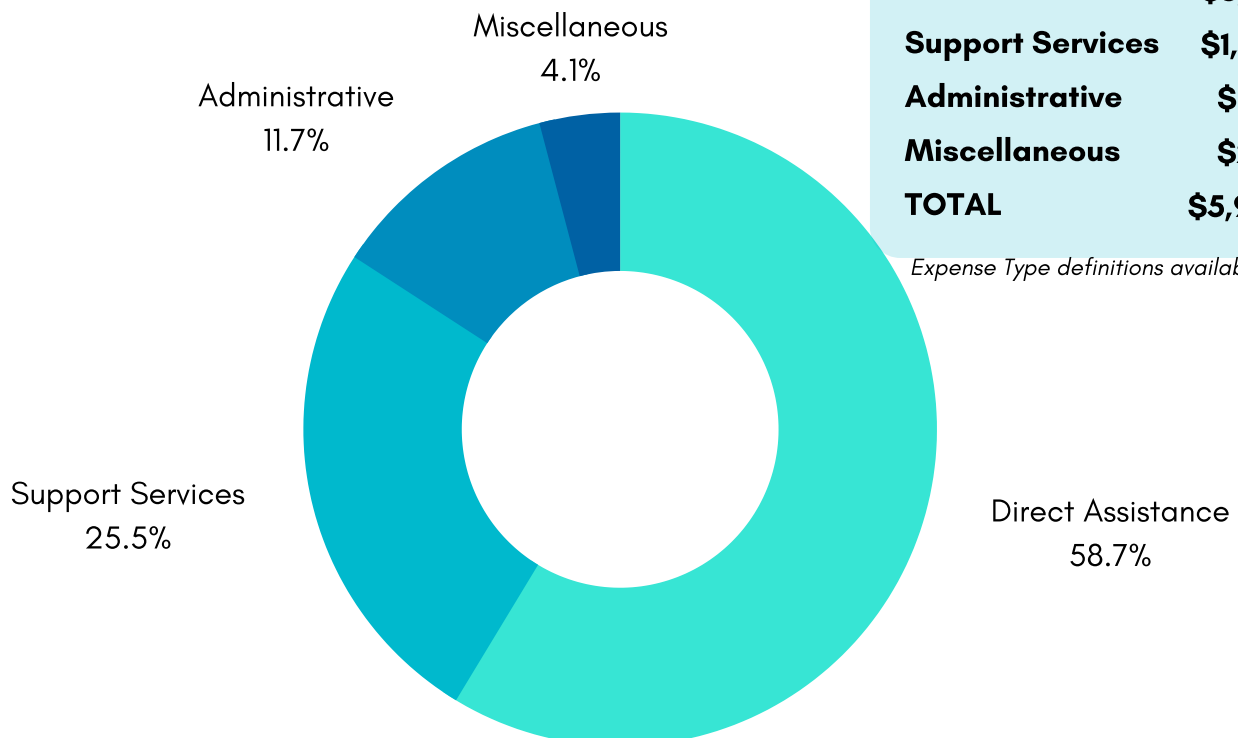
*Includes Family Supportive Housing and Single Adult Supportive Housing 1 & 2*

## Total Clients Served



<b>Households</b>	<b>469</b>
<b>Individuals</b>	<b>886</b>
<b>Families</b>	<b>174</b>
<b>Children</b>	<b>401</b>
<b>Single Adults</b>	<b>295</b>
<b>Veterans</b>	<b>14</b>

## Annual Expenses



<b>Direct Assistance</b>	<b>\$3,461,885</b>
<b>Support Services</b>	<b>\$1,503,863</b>
<b>Administrative</b>	<b>\$692,694</b>
<b>Miscellaneous</b>	<b>\$242,304</b>
<b>TOTAL</b>	<b>\$5,900,746</b>

*Expense Type definitions available on pg. 4*

# Family Supportive Housing

Family Supportive Housing provides long-term, scattered-site housing and long-term supportive services for families who have been assessed as having the highest acuity levels by our Next Step Assessors.



**174 families, including 277 adults & 401 children, received long-term case management.**

132 of 144 families enrolled for 1+ years (**91.6%**) were continuously housed for at least 12 months.

**15 families exited the program & 10 of those exited (66.6%) were Stably Housed\* at exit.**

- 7** Rental by client, other ongoing housing subsidy
- 2** Rental by client, no ongoing housing subsidy
- 1** Rental by client, with HCV voucher (tenant or project based)
- 2** Place not meant for habitation
- 1** Staying or living with family or friends, temporary tenure
- 1** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 1** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, FSH Case Managers entered 10 New Intakes, 15 Exits, & 1,909 Case Management hours.**

# Single Adult Supportive Housing

Single Adult Supportive Housing (SASH) provides long-term, scattered-site housing and long-term supportive services for individuals who have been assessed as having the highest acuity levels.



**295 individuals, including 14 veterans, received long-term case management.**

226 of 256 individuals enrolled for 1+ years (**89.3%**) were continuously housed for at least 12 months.

**51 individuals exited the program & 19 of those exited (37.3%) were Stably Housed\* at exit.**

- 8** Rental by client, other ongoing housing subsidy
- 4** Permanent housing (other than RRH) for formerly homeless persons
- 4** Rental by client, no ongoing housing subsidy
- 1** Rental by client, with HCV voucher (tenant or project based)
- 1** Staying with family or friends, permanent tenure
- 1** Permanent housing (other than RRH) for formerly homeless persons
- 8** Place not meant for human habitation
- 3** Jail, prison, or juvenile detention facility
- 3** Staying or living with family or friends, temporary tenure
- 3** Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- 2** Hospital or other residential non-psychiatric medical facility
- 13** Unknown

*\*Categories in blue indicate outcomes defined by funders as stably housed at exit.*



**During FY20, SASH Case Managers entered 21 New Intakes, 51 Exits, & 3,262 Case Management hours.**



# Housing Locator

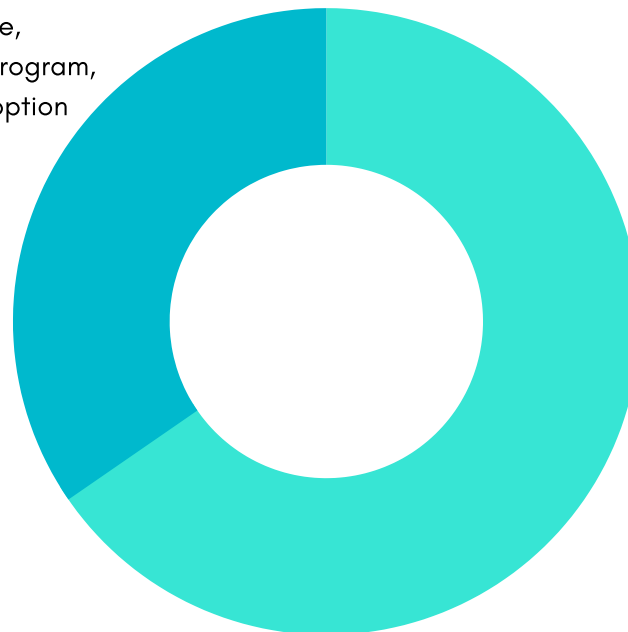
Housing Location assists individuals in Single Adult Supportive Housing programs with obtaining housing. Staff take into account individuals' preferences for location, amenities, and neighborhood. They also help individuals overcome barriers such as lack of or poor rental history, lack of or poor credit history, and criminal backgrounds



**68 individuals received Housing Locator assistance that included coordinating 91 showings and submitting 56 applications.**

**Of those that received Housing Locator assistance, 65.4% had favorable housing outcomes when exiting their SASH program.**

Refused assistance,  
discharged from SASH program,  
or declined housing option  
34.6%



Became housed  
or remained in  
current housing  
65.4%



**During FY20, the Housing Locator entered 66 New Intakes and 54 Exits.**

# Community Outreach & Support

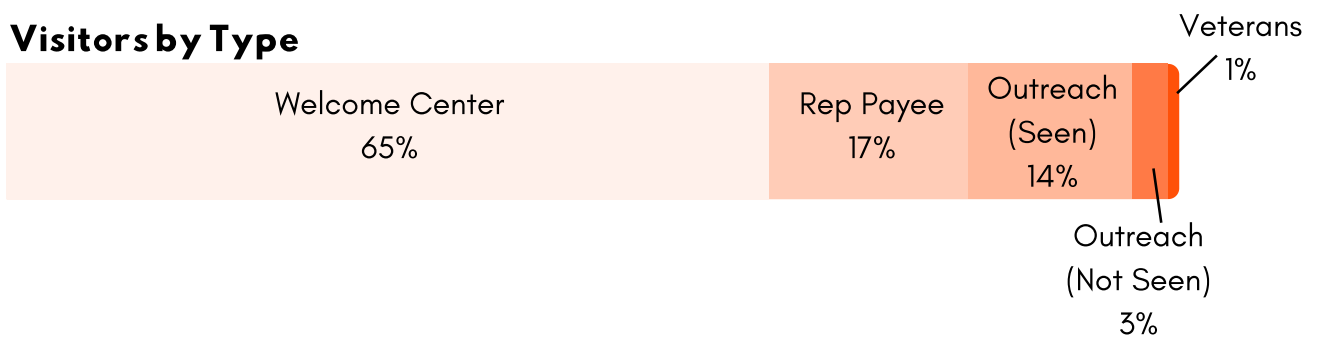
## Welcome Center

Staff in our Welcome Center serve as the first touchpoint for our daily visitors, assisting clients seeking Outreach, Case Management, healthcare, and a variety of other needs. In addition, all phone calls to the agency's main phone line route through our front desk, where staff directs callers as needed.



Between July 2019 and February 2020, Welcome Center staff assisted an average of **118** visitors each day. Beginning mid-March 2020, the doors to our building were kept locked in observance of COVID-19 protocol, causing the average number of in-person visitors to decline to **67** per day.

### Visitors by Type



During FY20, the Welcome Center also managed incoming mail for a total of **1,679** recipients in the following categories:



- 414** actively receiving mail
- 58** have not retrieved mail for 3 -6 months
- 989** have not retrieved mail in 6 months or more
- 218** mail typically received at our Clinton Ave. Shelter, currently managed by the Welcome Center due to COVID-19

## Representative Payee

A Representative Payee acts as a receiver of Social Security Disability or Supplemental Security Income payments for individuals who need help managing their finances. The Rep Payee ensures that each individual's rent and utilities are paid, and spending money is distributed on a routine basis. The Rep Payee program at St. Stephen's is unique in that in-person service is offered for clients to meet with their payee.



**502**

individuals accessed  
Rep Payee Services

# Community Outreach & Support

## Birth Certificates

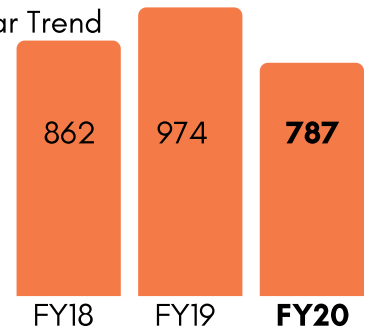
To assist individuals in obtaining Birth Certificates, St. Stephen's provides forms and application guidance, a notary, and resources for fee assistance.



During FY20, **676** households were assisted with obtaining birth certificates from **41** states, territories, and provinces.

### Total Birth Certificates Provided

3-Year Trend



## Handbook of the Streets

Handbooks of the Streets, distributed to staff and clients in Minneapolis and St. Paul, list resources for needs such as food, shelter, public assistance, health care, immigration, legal, education, and employment.



During FY20, **24,306** Handbooks of the Streets were distributed in Minneapolis and St. Paul.

## A Day in the Life

A Day in the Life is an experiential learning opportunity led by Community Educators who have experienced homelessness. Participants visit local shelters, drop-in centers, and other service centers during the day, with a focus on engaging in conversations with individuals who have experienced homelessness in order to gain an understanding of their challenges, successes, and perspectives.



**358** individuals participated in **26** A Day in the Life experiences.

# Community Outreach & Support

## Volunteers & Interns

Volunteers share their time and talents in nearly every department, including: supporting the shelter during evenings and overnights; purchasing, preparing, and serving meals at the shelter; going out alongside Street Outreach staff; facilitating single adult groups; assisting with birth certificates; editing Handbooks of the Streets; sorting and organizing donations; serving on our Board of Directors; and helping during special events and holiday drop-in meals. Interns get even more first-hand experience helping those we serve by supporting case managers, advocates, and the Welcome Center.



During FY 2020,  
**853 individuals**  
volunteered a total of  
**8,932 hours of their time**

In areas including:

Meal Group	Evening Shelter
Holiday Drop-Ins	Point-In-Time Count
Board of Directors	Donation Center
Handbook of the Streets	Prevention Lawyers
Interns	Welcome Center

## Donations

St. Stephen's receives contributions from individuals, community groups, churches, corporations, and foundations. The majority of Donations go toward supporting the programs and operations of the agency. Every program at St. Stephen's is positively impacted by philanthropic gifts.



**399** donors made **803** in-kind contributions, valued at **more than \$128,000** for programs such as school supplies, bus cards, household goods, and items for Street Outreach.

**3,258** donors made **6,630** gifts totaling **more than \$8,100,000** - including \$5 Million from the Day 1 Families Fund.



The onset of COVID-19 brought with it a wave of vital donor generosity, with gifts totaling **over \$940,000**.

# Appendix

Demographic Data is self-identified by clients in ClientTrack & HMIS. Clients may decline to answer any question(s).

