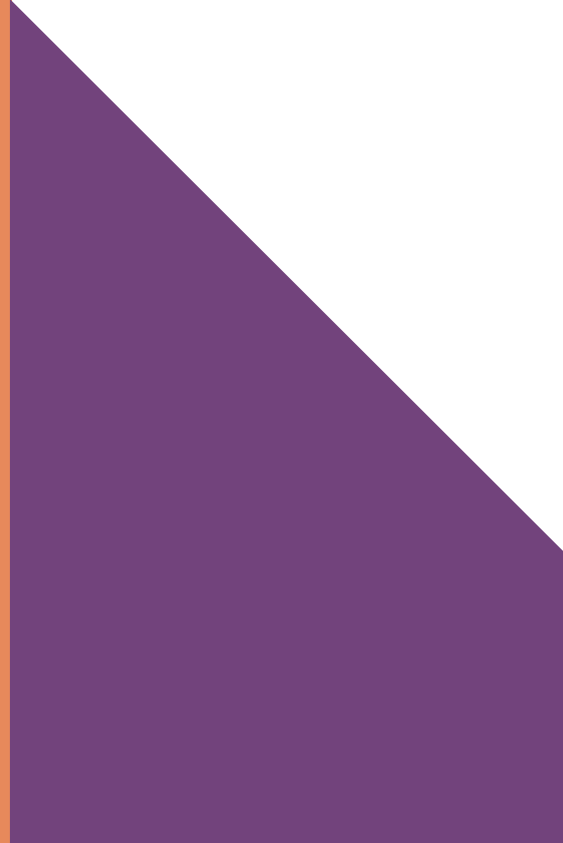


The Delores Project

Annual Report Fiscal Years 2020 & 2021



The Delores Project
TRANSFORMING LIVES THROUGH
CREATIVE HOUSING SOLUTIONS



03

Rethinking Shelter

04

The Delores Project Programs

05

Philosophy

06

Shelter

07

Rehousing Program

08

Supportive Housing

09

Behavioral Health

10

Fiscal Year 2020 Financials

11

Fiscal Year 2021 Financials

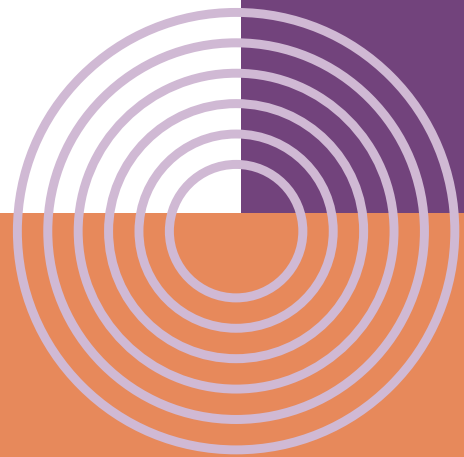


TABLE OF CONTENTS



RETHINKING SHELTER

Changing service models to meet changing needs

Releasing an annual report covering two fiscal years is somewhat out of the ordinary, and somehow it very accurately reflects how fast the past two years have moved and how much has shifted as The Delores Project, our community, and the world have endured the COVID-19 pandemic. The organization reflected in this report is a much-evolved entity that carries the same values that have driven us for more than 20 years but looks and operates quite differently.

Today, The Delores Project operates around the clock with 24/7 shelter services and supportive housing. Gone are the days of emergency beds given away each week, replaced by extended stay shelter with intensive, rehousing-focused case management and ongoing continued care support. COVID-19 vaccination requirements and frequent testing are the new normal, masks handed out with loving reminders to keep them on when not eating. Every guest is on a path to being housed and supported for at least a year upon securing housing.

Mitigating community spread of an infectious disease in congregate living and a residential community that thrived on interpersonal connection has been a challenge both unexpected and conquerable. Incredible generosity from individual donors, foundations, and government agencies has powered the transformation of The Delores Project, pushing us to respond and evolve sooner than anticipated but with outstanding results.

In the pages of this report, you will read stories of lives changed – saved, even – and how The Delores Project has embraced a new approach to shelter.



Thank you,
Stephanie Miller, CEO

1

Extended-Stay Shelter

What began as a winter-only, overnight shelter for women has morphed into a robust, low-barrier, 24/7 shelter serving women and transgender individuals year-round. Featuring 60 beds, each guests is given a bed, locked storage, round-the-clock access to showers and hygiene, laundry facilities, three meals, and two snacks a day.

2

Rehousing & Continued Care

This team helps guests find safe, appropriate, and affordable housing. Case managers assist guests in identifying and working towards their goals. A Housing Navigator connects guests and landlords, providing housing resources and solutions. Two continued care Housing Specialists provide community-based case management and support.

THE DELORES PROJECT

PROGRAMS

3

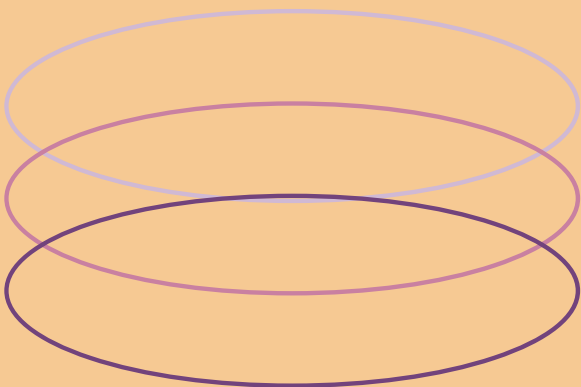
Supportive Housing

The Delores Apartments are a 35-unit supportive housing community serving those who were previously chronically homeless and are living with a disability. All units come fully furnished and residents are offered on-site case management. Staff are present 24/7 to assist residents and ensure the safety and security of the community

4

Behavioral Health

Our Behavioral Health Counselor works collaboratively with all other program teams, offering on-site individual and group counseling to shelter guests and supportive housing residents. Behavioral Health also assists in managing our relationship with Colorado Access, helping guests and residents enroll in teletherapy and psychiatry.



THE SOLUTION TO HOMELESSNESS IS HOUSING.



Since launching the Rehousing program in 2020, 97% of participants have retained their housing.

By the numbers

01.

SHELTER



The Delores Project shelter was built using trauma-informed design and input from guests with direct experience accessing shelter services. The arrival of COVID-19 in 2020 pushed forward efforts to open the shelter 24/7 and forced changes in health and safety protocols. To keep guests and staff safe, our program shifted to an extended-stay model that allows guests to stay in the shelter until appropriate housing has been found.

2020

KEY STATISTICS

- 284 individual shelter guests
- 74,619 meals & snacks served
- 23% of transitional shelter guests moved into housing
- 19,354 bed nights provided
- Average length of stay - 47 nights

Age:

<u>18-24</u>	<u>25-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55+</u>
5%	16.5%	21.1%	27.2%	30.2%

Race:

<u>Native American</u>	<u>African American</u>
5%	25%

<u>White</u>	<u>Asian</u>	<u>Multi-racial</u>
60%	5%	5%

2021

KEY STATISTICS

- 160 individual shelter guests
- 74,619 meals & snacks served
- 23% of transitional shelter guests moved into housing
- 19,354 bed nights provided
- Average length of stay - 47 nights

Age:

<u>18-24</u>	<u>25-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55+</u>
5%	16.5%	21.1%	27.2%	30.2%

Race:

<u>Native American</u>	<u>African American</u>
5%	25%

<u>White</u>	<u>Asian</u>	<u>Multi-racial</u>
60%	5%	5%

REHOUSING PROGRAM

Our newest program! 

Launched in November 2020, the Rehousing Program finds appropriate, affordable housing for shelter guests. Rehoused clients receive a year of ongoing continued care case management and are eligible for rental assistance and other financial aid.

Housing solves homelessness. Since the Rehousing Program launched, we've made some real change in the lives of people we serve. Here are a few key indicators of our success!

Between November 2020 to February 2022, we've housed 64 people.

As of February 2022, 57 people are successfully retained in housing, that's an 89% success rate.

Clients identifying as BIPOC represent 38% of rehoused clients.

Transgender or non-binary individuals represent 13% of rehoused clients.

A quarter of all rehoused clients qualified for, and received, a long-term housing voucher.

TDP has provide \$84,000 in direct rental assistance.



SUPPORTIVE HOUSING

The Delores Apartments is a 35-unit supportive housing community for people who have experienced chronic homelessness. Supportive housing is designed for people living below 30% of the area median income and units are subsidized by Denver Housing Authority vouchers that are tied to the units themselves. Residents pay a minimum of \$50 per month for rent or one third of their monthly income, whichever is greater. Case managers provide regular assistance to residents that can take many forms - help filling out documentation, nutrition planning, access to food pantries, scheduling medical appointments, and more.

How we're doing on our goals:

- 90% of residents obtained or maintained health insurance - 100%
- 80% of residents actively involved in case management - 100%
- 80% of residents maintain or improve income - 92%
- 50% of residents participate in community activities - 79%

Some key accomplishments:

- A 94% housing retention rate- there were 2 evictions at TDA in FY21
- 3 residents moved on to stable housing without support services
- 70% of residents participated in community engagement
- 100% of residents engaged in support services/Case Management
- 80% of residents retained or acquired stable income
- 4 residents were awarded SSI/SSDI this year (19 total)
- 55% of residents are fully vaccinated against COVID-19

BEHAVIORAL HEALTH



The Behavioral Health Counseling Program commenced in September of 2021, amid the pandemic. The program intended to offer mental health services on an as-needed basis to guests staying in shelter and permanent supportive housing residents. Guests and residents have had the option of dropping into counseling office hours weekly and can sign-up via Shelter Assistant's or their respective case managers. Counseling was offered throughout the pandemic with the added requirement that masks were mandatory and shelter guests receive covid-19 tests monthly.

Since the launch of the program, it has become evident that mental health care is necessary for a supportive housing environment as well as in shelter. Guests and residents alike sought support for a multitude of reasons such as substance use, polysubstance use, co-occurring disorders, generalized anxiety, depression, self-harm, PTSD, conflict in relationships, and domestic violence. Several clients have been in crisis and needed crisis intervention; at times they needed support beyond what The Delores Project could offer and required psychiatric hospitalization or detox. Several residents were also referred to Colorado Access, a Medicaid partnership that offers telehealth therapy and psychiatry. Other community resources clients were referred to include The Blue Bench, The Gathering Place Peer Recovery Program, Mental Health Center of Denver, Stout Street Clinic, and People's House. A small number of residents were referred to therapists or psychiatrists that accepted their insurance.

A paramount observation that has become evident over the past fiscal year is that the main underlying issue guests and residents face is unaddressed trauma. Without a doubt, the majority of clients have experienced a traumatic experience at one point in their lives, if not multiple times throughout their lives (also known as Complex PTSD).

Homelessness is traumatic within itself and is compounded by a lifetime of life-altering experiences that have left guests and residents in compromising circumstances. Clients often lack healthy support systems and exist in survival mode. Many clients are guarded and do not trust mental health professionals and some exhibit symptoms of reactive attachment and respond with fear when they recognize they may have become too vulnerable in counseling.

Throughout the year, a total of 38 unduplicated individuals received one-on-one counseling and 95 total sessions were provided. Counseling methods that have been utilized to help support individuals in sessions include mindfulness, cognitive behavioral therapy, dialectical behavioral therapy, solution-focused therapy, art therapy, and psychotherapy. Groups that have been offered have included art therapy groups, community groups, mental health 101, meditation, and yoga.

FISCAL YEAR 2020

Audited financial statements provided by RubinBrown, LLP.

<u>Source of Revenue</u>	<u>2020 Total</u>	<u>2019 Total</u>
Corporate	\$101,274	\$93,293
Faith Community	\$25,255	\$26,285
Foundations	\$900,645	\$432,768
Individual	\$475,979	\$471,653
In-Kind	\$182,162	\$196,836
Government	\$241,949	\$153,403
Special Events	\$16,606	\$70,340
PSH Revenue	\$510,132	\$71,668
Investment Income	\$11,559	\$7,774
Capital Campaign	\$18,975	\$214,964
Other Income	\$310	--
TOTAL	\$2,476,179	\$1,724,797

Revenue

Expenses

<u>Expenses</u>	<u>2020 Total</u>	<u>2019 Total</u>
Program Services	\$1,296,753	\$1,071,616
Management and General	\$96,048	\$145,485
Fundraising	\$379,758	\$297,696
TOTAL	\$1,772,559	\$1,514,797

FISCAL YEAR 2021

Audited financial statements provided by RubinBrown, LLP.

Revenue

<u>Source of Revenue</u>	<u>2021 Total</u>	<u>2020 Total</u>
Corporate	\$85,931	\$101,274
Faith Community	\$32,390	\$25,255
Foundations	\$1,063,353	\$900,645
Individual	\$501,157	\$475,979
In-Kind	\$277,315	\$182,162
Government	\$869,474	\$241,949
Grant Revenue	\$190,800	--
Special Events		\$16,606
PSH Revenue	\$190,932	\$510,132
Investment Income	\$71,599	\$11,559
Capital Campaign	--	\$18,975
Other Income	\$394	\$310
TOTAL	\$3,238,355	\$2,476,179

Expenses

<u>Expenses</u>	<u>2021 Total</u>	<u>2020 Total</u>
Program Services	\$1,957,282	\$1,296,753
Management and General	\$157,447	\$96,048
Fundraising	\$359,598	\$379,758
TOTAL	\$2,474,327	\$1,772,559



THE
**Delores
Project**

TRANSFORMING LIVES
THROUGH CREATIVE
HOUSING SOLUTIONS



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