

Carolina Women's Club
Charity Questionnaire

1. What issues are you addressing and what results are you committed to achieving?

Charlotte Family Housing (CFH), a shelter-to-housing program for working, homeless families, is an innovative solution for family homelessness in the greater Charlotte community. Charlotte experienced a 23% increase in family homelessness in 2012, according to the U.S. Conference of Mayors, following a 36% increase in 2010 and a 21% increase in 2011. This same report cited the lack of affordable housing as the leading cause of homelessness among families with children, followed by poverty, unemployment, eviction, and domestic violence--all issues that CFH families experience.

Our mission is to empower homeless families to achieve long-term self-sufficiency through shelter, housing, supportive services and advocacy. We are committed to serving the increasing number of homeless families in our community so they can graduate into permanent, quality, affordable housing without a subsidy when they complete our program. We are also committed to offering critical wrap-around supportive services for the families we serve so they will be successful in the long term, and to make an impact with the homeless children so we can prevent these children from turning into future homeless families.

2. How do you measure success? Provide recent information if available.

We expect to serve 900 individuals (mothers, fathers, and children) in FY2013-14. We were able to serve 697 individuals last fiscal year (FY2011-12), and we are on track to serve 800 individuals this current fiscal year (FY2012-13).

During FY2011-12:

- 91% of families exited CFH housing phase into permanent, quality, affordable housing without a subsidy
- 79% of adults maintained or increased their pay rate
- 79% of domestic violence victims maintained independence from their abusers
- 78% of families had a stronger support system
- 74% of families maintained a relationship with their volunteer Hope Team

3. How does your organization move vulnerable populations from crisis to stability?

Families experiencing homelessness face multiple barriers which necessitate a multipronged approach, including social work, housing advocacy, career development, natural supports and financial resources. In order to break down the multiple barriers, families need intensive wrap-around supportive services. Through our holistic model, families work closely with master's level clinical family social workers and highly trained and dedicated community volunteers to receive strengths-based, family-focused care. In our shelter phase, a clinical family social worker and housing resource coordinator work closely with the families to remove barriers to obtaining housing over a period of 90 days. All families in the housing phase also receive the support of that same clinical social worker to help eliminate their barriers to maintaining housing, especially relating to areas of financial literacy, children's education, and health and wellness (including mental health and addiction support). CFH is the pyramid of support that will help them through partnership, respect, empowerment and accountability.

CFH's unique empowerment-driven model is designed to produce healthy, deep, measurable and lasting change with our family participants and volunteers. Rather than adhere to charity models that "give" to our families, our social workers and volunteers are trained to "motivate" and "transact" with them, thereby preserving dignity and self-esteem, increasing personal accountability and decreasing dependency, all of which are critical in achieving self-sufficiency. As families meet agreed-to and upfront goals, the program responds proportionately by offering empowerment rewards such as interest-free microloans, matched saving accounts, and car purchase plans.

4. *Who are your community partners? Are they profit or non-profit?*

Our biggest collaborations in the community include our referral sources and area vocational agencies. Our referral sources include the following: A Child's Place, Charlotte-Mecklenburg Schools, Department of Social Services, Homeless Support Services, Salvation Army Center of Hope, and the Safe Alliance Shelter for Battered Women. We also collaborate with agencies like Goodwill Industries of the Southern Piedmont and the Urban League for vocational counseling and job training/employment opportunities. CFH is a member of the 40+ member agency Homeless Services Network, and staff members collaborate with other homeless providers in the community on advocacy issues, coordination of services and the continuum of care joint grant opportunity. Through our strategic partnerships, CFH will continue to empower families to break the cycle of generational family homelessness

5. Is the organization a 501 c3 charity?

Charlotte Family Housing is recognized as a 501(c)(3) organization accepting tax-deductible donations.

6. What are existing funding sources?

We have a very diverse base of funding sources, as shown below:

CFH FUNDING SOURCES	
Government	35%
Faith Organizations	16%
Foundations	16%
Individuals	9%
United Way	12%
Corporations	4%
Other Organizations & Non-Profits	3%
Yellow Brick Road Event	3%
Investment Income	2%

7. What percent of contributions/budget go to administration vs. recipients of benefits?

CFH focuses on strong mission-based stewardship, maximizing every dollar for the best use in our program. We spend 15% of our annual budget on management/general expenses and 85% on program purposes.

8. What is your current financial budget?

A PDF file of the 2012-2013 financial budget is attached.

9. Provide a copy of your most recent Annual Report.

A PDF file of the 2011-2012 annual report is attached.

10. *Who are recipients of benefits from the organization?*

Each year, the combination of low wages, high urban housing costs and generational poverty leaves hundreds of working families in Charlotte in our homeless shelters, doubled/tripled up or in extended stay hotels. The vast majority of homeless families referred to our program are single moms with two to three children. Working as teacher aids, school cafeteria workers, elderly caregivers, etc., these moms perform some of the most critical low-wage jobs in our community, and some have to work two jobs just to make ends meet. While these jobs are crucial, they only pay about \$8 to \$9 per hour, a meager wage that does not afford our families the economic independence needed to provide the basic necessities for their families -- shelter, food, clothing, medical, transportation and child care. We are also one of the limited options for sheltering single fathers with children and two-parent families, as we believe it is vital to keep the family together during such a traumatic time in their lives.

11. *What geographical area do you serve? Must recipients reside in the area?*

CFH program guidelines dictate that all participants reside in Mecklenburg County for a minimum of 30 days prior to admission. Currently, CFH serves 25 families at a time in the shelter phase at three shelter sites: 15 at Plaza Place (in Plaza Midwood), 6 at Hawthorne Place (in Elizabeth), and 4 at Elizabeth House, our newest shelter which opened in March in Elizabeth. We also serve approximately 100 families at a time in the housing phase using existing apartments spread throughout the Charlotte community, coupled with a rental subsidy and supportive services. Both our shelter sites and apartment rentals integrate the national best model of sheltering and housing homeless families in neighborhoods all around Charlotte.

12. *What type of donations would you need/want?*

Every family receives a welcome basket when they enter one of our shelters. We ask for donations to be prepared in a large, heavy-duty laundry basket that include:

- Kitchen items (pots and pans, skillets, cookware, utensils, manual can openers, etc.)

- Bedroom and bath items (full/twin sheets, pillow cases, pillows blankets, comforters (full/twin), bath towels, and towels, wash cloths, shower curtains and hooks)

We also collect items for welcome buckets for the families that move out of the shelters and into their own home. These cleaning supplies are a great start for those families just getting started in their new home. These donations come prepared in a cleaning bucket and include:

- Cleaning supplies (mop, broom and dust pan, kitchen garbage bags, laundry detergent, fabric sheets, dishwashing detergent, dish cloths, toilet bowl brush)
- Cleaning products (Windex, Lysol, Scrubbing Bubbles, Comet, etc.)

Additionally, in December, we offer families of CFH the opportunity to purchase holiday gifts for their families through the Jubilee Store, which offers an empowering, hopeful, dignified way of purchasing gifts for their families. Families actively engage in budgeting for, selecting, and purchasing gifts at 30% or below the store cost. This money then gets recycled back into our microloan fund.

13. *Volunteer Coordinator Name and Contact Number. Other contact numbers applicable.*

Lisa Howell serves as our Director of Volunteer Engagement at (704) 335-5488, ext. 2118 or by email at LHowell@CharlotteFamilyHousing.org.

14. *Volunteer schedule- Monday thru Friday only 8AM-5PM and/or evenings? Do you need week-end volunteers? Are there any requirements for volunteer, i.e., background check, drug test? If so, who pays for these?*

CFH has many opportunities for individuals and groups in the community to get involved. Volunteers are needed to serve as overnight hosts and provide meals for our Hawthorne Place and Elizabeth House shelters. Congregations and organizations are requested to supply volunteers for a week at a time in order to provide overnight coverage from Sunday – Thursday nights, and also to provide lunch on Sunday and dinner on Tuesday and Thursday nights.

Groups and individuals are needed to organize activities for children, maintain the landscaping of our shelters, and assist with regular deep cleaning of the facilities. Volunteers are welcome to suggest other activities where they can share their talents. Youth between the ages of 12 – 17 can volunteer at our monthly Youth Serve Day.

Overnight volunteers and Hope Team members are required to submit a background check screening and photo release form. The cost of the background checks is funded by CFH.

15. *Do they need interpreters? If so, what languages?*

While English might not be the primary language for some of our families, all of our families do understand and speak English well enough that we have not needed an interpreter.

16. Are there other ways to “plug in”, i.e. Luncheons or Events?

CFH holds our key signature fundraising event, Yellow Brick Road (YBR), every year in April. YBR is a family-friendly walk done to the theme “There’s no place like home” from the Wizard of Oz. We conclude the event with a celebration that includes activities and games for families, along with the presentation of the Charlotte Family Housing Impact Award. Volunteers are needed to be part of the event committee and assist on sub-committees. Event day volunteers are also needed to help with registration, accounting, children’s activities, set up, clean up, parking, etc. For more information, please contact Jennifer Frey at JFrey@CharlotteFamilyHousing.org.