DEAR FRIENDS AND SUPPORTERS,

2016 was an incredible year of transformation at Hope House, in which we have overcome hurdles and created new collaborations—all while maintaining the high level of care we provide to Milwaukee's homeless population. We are proud of the results reported in these pages, as they come at a time of organizational reformation and unprecedented need among those we serve.

We began the year with a flood caused by sprinkler heads that were triggered by burning food in our first floor kitchen. This caused everyone in the building, including families with small children, to evacuate into a cold and drizzling February evening. The upside was the rush of support from the community, including significant donations to repair the extensive damage. When all was said and done, all of the repairs that were not covered by insurance were paid for through private donations. And we are grateful for the lighting quick response of our supporters.

In May we closed the singles portion of our emergency shelter to better serve our Safe Landing Program and put more families in their own apartments. This put us in line with current research that proves that the homeless do better when they are placed in their own homes first, and then receive extensive counseling and case management. In 2016 our Safe Landing program served 169 households comprised of 189 adults and 394 children. We are proud to report that 99% of the families we helped in 2016 have maintained permanent housing! We remain committed to housing families in need and our emergency shelter for families remains open. We are driven to help the over 200 families each night that are on a waiting list for emergency housing.

2016 also marked our welcoming new partners to our facility. The Benedict Center’s Sisters Program, an outreach, case management and skill building program for women trying to break free of street prostitution is now utilizing our first floor. In addition the Institute for Community Alliances has taken office space in the building. These new housemates, as well as our ongoing relationships with Ascension Healthcare, who run our clinic, and Friedens Community Ministries, who run our food pantry – secure Hope House as an important community asset and a vital hub for social change.

Our year came to a close with the best Holiday fundraising results in the history of the organization! We strive to positively impact every single life we come in contact with—and we could not achieve that without the people and organizations listed in these pages. We are grateful that you continue to keep us in your hearts.

MANY THANKS

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When Marisol first came to Hope House, she was unable to look for employment because her three year old son needed special attention. At a young age, he was diagnosed with autism. Not only did this hinder her from maintaining a job, but Marisol spoke little to no English, creating even more barriers to finding employment.

After being placed in her own apartment in spring through our Safe Landing Program, Marisol worked closely with her case manager to take the necessary steps for a better life. As of late fall, Marisol has put her son in a daytime facility which is not only helping her find a steady job, but also is giving him the care he needs. Marisol is now enrolled in ESL classes and continues to strive for a better tomorrow.
Hope House works to prevent homelessness, and alleviate the associated stigma, through education. Youth participate in after-school tutoring, educational workshops and summer programming. Adults gain basic skills through a partnership with MATC as well as onsite workshops.

Our Shining Stars Youth Education Program provides children living on-site and in households from the surrounding neighborhood with safe, structured, and positive opportunities for development and growth. We base the program on the active involvement of the youth in a variety of activities that increase knowledge, improve skills, and teach new behaviors and strategies for future success. This program is free to all participants and is year round.

There is a strong connection between education, employment, and homelessness. Our Pathways to Progress Adult Education Program addresses these issues comprehensively by offering no-cost educational, employment and personal development classes for adults. These classes are open to the community as well as those staying with us at Hope House and bolster the ability to maintain self-reliance, self-sufficiency and independence. Participants benefit from courses along three tiers: educational improvement with General Education Diploma instruction and testing; applicable employability skills development; and personal growth opportunities.
Hope House reaches out into the surrounding area, remaining a beacon of hope in our neighborhood and throughout the community. What started modestly in 1987 has evolved into a vibrant community center offering low-cost healthcare, a food pantry, rent subsidies and engaging activities for adults and young people.

The Hope House food pantry, under the stellar management of Friedens Community Ministries is serving more people than ever. Friedens ensures that the pantry reduces hunger, improves nutrition, and enhances the quality of life for households in the 53204 and 53215 zip codes. Through our ongoing partnership with Ascension Health, we offer medical care on a sliding scale for onsite residents and the surrounding community, including care for those suffering from diabetes and hypertension. Protective Payee services help individuals and families with mental illness and other disabilities that require financial oversight, budget counseling, and supportive case management to prevent homelessness.

In addition, on our first floor, the Benedict Center’s Sisters Program is now operating a drop in shelter for women struggling to break free of prostitution and turn their lives around. Hope House also continues to collaborate closely with area residents, community partners, local law enforcement agencies, businesses and faith-based organizations to create a responsive, multi-faceted community center. Our residents and Shining Stars students participated in neighborhood cleanups and collected and wrapped hundreds of presents for needy families during the Holidays.

**COMMUNITY OUTREACH**

| **Individuals served by the Hope House Food Pantry run by Friedens Community Ministries** | **9,839** |
| **Individuals served by the Angel of Hope Clinic run by Ascension Health** | **3,014** |
| **Pounds of food was distributed to households served by the Hope House Food Pantry run by Friedens Community Ministries** | **150,000+** |
| **Individuals served by the Protective Payee program** | **9** |
In 2016 Hope House continued to provide emergency shelter to individuals and families through our Fresh Start program, helped the homeless find their own apartments and provide rent subsidies with our Safe Landing Program, and provided case management services throughout the city. Our ongoing collaboration with the Department of Veterans Affairs and the city of Milwaukee continues to positively impact veterans at our Surgeons Quarters SRO, and our partnership with Mercy Housing is stronger than ever through our work at the Johnston Center and St. Catherine’s Residence.

We continue to be one of the only emergency shelters in Milwaukee with private units for families that are struggling through homelessness, providing shelter and services 24 hours a day every day of the year. Our Safe Landing Program completed its second year and we are proud of the results, helping scores of families and individuals secure apartments of their own, providing services in a safe environment – and building a pathway to ongoing permanent housing.

Our Surgeon’s Quarters SRO offers long term housing for adults in a communal setting with supportive case management. Located on the VA Grounds, enrollment preference is for homeless veterans. Our ongoing collaboration with Mercy Housing, The Johnston Center, provides 91 residential units for 41 chronically homeless individuals and 50 Section 8 individuals at high risk of homelessness. Our latest collaboration with Mercy Housing is the St. Catherine Residence where we provide case management for 25 disabled homeless women and first-time mothers with infants.

**STORIES OF HOPE**

John was homeless and at the Hope House men’s emergency shelter before entering into the SRO Program in April 2015. John had no income when he moved in, and very few resources. He was also diagnosed with a TBI and Hydrocephalus (water on the brain).

With the help of Hope House Case Management, he was able to apply for and get approved for Interim Disability Assistance Payments while his Social Security disability appeal was pending. Case Management assisted John in being approved for Family Care services to help him with tasks he was not able to do on his own. The SRO provided resources and Case Management to help John live independently. John was approved SSI in December 2016. John is still at the SRO, but is looking into the future to find permanent housing on his own in the next couple of years.

**RESIDENTIAL SERVICES**

- **446** Individuals served by the Fresh Start Program
- **169** Families were served through the Safe Landing Program
- **16** Individuals permanently housed by the Surgeon’s Quarters SRO
- **394** Children lived in an apartment because of the Safe Landing Program
- **170** Individuals received case management at The Johnston Center & St. Catherine’s
**REVENUE**

Government Grants 1,417,681
Nongovernmental Organizations 50,822
Contribution 375,594
Business/Corporation 21,424
Community Share 5,992
Employee Groups 1,247
Faith Based Organization & Groups 49,239
Nonprofit Civic &
Professional Org. & Groups 5,938
Private Foundation, Funds, & Trusts 137,827
School/School Group 20,521
Corporate Foundations 19,816
Individual 90,262
Other Group 23,328
In-Kind Donated Goods & Services 159,916
Interest Income 1,990
Miscellaneous Income 1,305

Total Revenue 2,007,308

**EXPENDITURES**

Safe Landing 783,946
HMS 35,000
Fresh Start-ES 682,877
SRO 30,850
Angel Of Hope Clinic 10,265
Shining Stars 79,019
Pathways to Progress 5,059
Protective Payee 2,463
Mercy Housing 203,147
Special Case Management 114,521

Total Program Services 1,947,147
General & Administrative 195,630
Fund Development 89,487

Total Expenditures 1,930,714

**SILVER SPONSORS**

Community Shares of Greater Milwaukee Foundation
Greater Milwaukee Foundation
Non Profit Management Fund
Kolaga Family Charitable Trust

**GOLD SPONSORS**

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Aeternity Booking
Amanda Ferguson
Arthur Olzsewski
Ashley Stewart, Inc
Audrey D. Gabrovic
Aurora Health Care - Employee Giving
Bank of America United Way Campaign
Braise Restaurant
Brenda Kozinski
Camille A. Lonstorf Trust
Carl Burke
Carla Oman
Christ Church, UCC
Colleen Babinec
D. Amerell
David and Mary Ann Lillich
Diane Noel
Divine Mercy Christian Women
Douglas D. Vissader
Dr. Mark Waples
Elwood Faucett
Erin Lunder
Faith Presbyterian Church
Fidelity Charitable Gift Fund
Fluid, Inc
Foster Family Foundation
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Froedtert Hospital - Dept. of Orthopedic Surgery
Gap Foundation Gift
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$200-$999
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Diane Noel
Divine Mercy Christian Women
Douglas D. Vissader
Dr. Mark Waples
Elwood Faucett
Erin Lunder
Faith Presbyterian Church
Fidelity Charitable Gift Fund
Fluid, Inc
Foster Family Foundation
Francine McGrath
Froedtert Hospital - Dept. of Orthopedic Surgery
Gap Foundation Gift
Match Program
Gary Zimmerman
Gene and Georgiann Wallace
George and Jill Fahr
Greater Milwaukee Association of Realtors
Hatco Corporation
Herbert H. Kohl Charities
Imagine Nation Books, LTD
Ivica and Ivana Boban
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