



Hope House of Milwaukee, Inc.

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Ending homelessness and creating healthy communities

CHRYSALIS PROJECT

Annual Report: January 1 – December 31, 2012

Homeless individuals and families often face multiple burdens such as unstable living situations, inadequate interpersonal skills, and poor support networks. Research has demonstrated that housing linked with services is the only strategy that is successful in reducing homelessness. The **Chrysalis Project** is designed to meet the transitional housing and developmental needs of homeless families, their children, and single women, parents, and their children. The project involves five elements: extended shelter and supportive case management services; comprehensive assessment of strengths, resources, and needs and development of a guest-driven, applicable plan for services and programming; practical onsite educational opportunities for guests; frequent reinforcement of newly learned positive behavior; and referral and linkage to community-based services and supports. The goal is to decrease homelessness, improve individual functioning, and enhance community-based support networks of participants.

PARTICIPANT DEMOGRAPHICS

The population served in the Chrysalis Program consists of homeless families, their children, and homeless single women. All individuals entered the program from extremely low-income backgrounds with inadequate resources to secure housing.

In 2012, a total of 48 families were served by the Chrysalis Project. This included 51 adults and 108 children. There were 39 new families and 40 discharges this year. The average length of stay at discharge for families was 79 days.

The Chrysalis Project served 37 single women in 2012. There were 26 intakes and 25 discharges this year. The average length of stay at discharge for singles was 164 days.

Demographically, 71% of the new intakes were African-American and 24% were Caucasian. Issues other than homelessness faced by the new intakes include Mental Illness (18%), Substance Abuse (3%), and Physical Disabilities (21%). 21% were victims of Domestic Violence. Many of these women faced multiple issues simultaneously.

PROGRAM GOALS, OUTCOMES, AND INDICATORS

Program Goals, Outcomes, and Indicators

The Chrysalis Project offers immediate and interim services and programming with the intention of promoting long-term change in participants, measured as follows:

GOAL 1: TO INCREASE RESIDENTIAL STABILITY FOR PARTICIPANTS.

Outcome: *Participants will secure safe, long-term housing in the community.*

Indicator: 60% of the adult participants who enroll in the Chrysalis Project will successfully obtain permanent housing upon exit.

Result: 79% of the participants have successfully obtained permanent housing in the community upon discharge from Hope House this year.

GOAL 2: TO INCREASE SKILL OR INCOME FOR PARTICIPANTS.

Outcome: *Adults that complete the Chrysalis program will obtain skills that prepare them for employment.*

Indicator: 30% of the adult Chrysalis Project participants who are not disabled will move into permanent housing supported by income derived from employment.

Result: 39% of the participants who are not disabled have successfully obtained employment upon discharge this year.

GOAL 3: TO INCREASE GREATER SELF-DETERMINATION FOR PARTICIPANTS.

Outcome: *Adults that complete the Chrysalis program will obtain utilize supportive services that prepare them for employment or housing.*

Indicator: 60% of the adult Chrysalis Project participants will utilize 3 or more supportive services offered by Hope House or in the community to increase their success in obtaining employment or housing.

Result: 97% of the participants utilized 3 or more supportive services prior to discharge this year.

PROGRAM HIGHLIGHTS

Fusing best practice research, consumer input, and twenty years of experience, the **Chrysalis Project** has met the needs of homeless families, their children, and single women, parents, and their children. Highlights include -

1. Extended Shelter and Supportive Case Management Services: Homeless families and individuals often need an extended length of time in a safe, structured, and nurturing environment to fully address the issues that led to their becoming homeless. As such, guests of the Chrysalis Project are able to remain for up to two years.

Due to the ability of participants to stay for such a significant period of time, they are able to not only have a safe and healthy place to stay as they wait for affordable housing to become available, but they are also able to save their personal resources for housing in the community. Program participants have been able to find adequate and appropriate housing in rental properties, through the Milwaukee Housing Authority, and through programs such as Project Restore.

2. Comprehensive Assessment and Applicable Service Planning: Instead of a “one-size-fits-all” approach, Hope House works hand-in-hand with each resident to identify the unique strengths, resources, needs, and obstacles that led to homelessness. Building upon this foundation, Hope House is able to assist each family or individual in the development of a concrete, measurable, and applicable work plan that is unique to his or her situations.

Many guests coming into the program arrive with multiple barriers such as mental illness, alcohol or drug issues, domestic violence, lack of employment, and other obstacles. By working with the situation unique to every participant, case managers work with the guest to prioritize goals. In this way, guests are dealing with the most important issues first that may

be holding them back from obtaining permanent housing, employment, and so on. This has shown success through improved investment of participants in programming, and more concretely through completion of personal goals.

3. Practical Onsite Education and Development Opportunities for Success: Applicable education and development opportunities available onsite for guests are essential for success. New behaviors and strategies that bolster self-esteem and increase the sense of empowerment are learned and developed. This immediacy of services promotes generalization and application because they are practical and practiced within the real environment.

Through 26 years of providing services for the homeless, Hope House has become adept at developing and implementing various efforts to address the obstacles to maintaining stable housing. Through established efforts such as adult education classes (GED), employment groups, financial literacy, and others, residents receive the information, resources, and skills necessary to insure success in the community.

4. Consistent Reinforcement and Role Modeling: The Chrysalis Project emphasizes positive learning through frequent, consistent reinforcement from a variety of sources. Acting as catalysts for change, these staff and volunteers become multiple points of emphasis and support for participants on applying new constructive behaviors, skill sets, and strategies, which in turn strengthens learning, improves self-empowerment, and increases application.
5. Referral, Linkage, and Engagement to Community-Based Services: From intake through discharge, guests are referred to necessary and appropriate external resources. In addition, Hope House personnel facilitate linkage and engagement to these services. This helps build the support network around guests and families; thereby increasing success in independent living. To ensure this success, case managers can work with guests for up to six months once they are discharged from the program.

No single provider can address every need. Due to the strong partnerships that Hope House has established and maintained with a diverse array of community providers, participants can find and utilize the services that are needed. Examples included participation in the Wisconsin Works (W2) program for families and the Food Stamp Education Training (FSET) program through the State of Wisconsin.

SUCCESS STORY

Illana* was abandoned by her husband after moving to Milwaukee from Texas. She moved in with her parents, but they later asked her to leave when they found out that her husband had left her. With nowhere to go, living on the streets with her children, she walked into Hope House to get help. Hope House staff were able to bring her into our transitional living program that very day. Though she had found temporary refuge at Hope House, Illana still faced a struggle. She fell into depression because of the situation with her husband. Her children's grades were dropping and teachers were concerned about their poor behavior. Illana took her Case Manager's advice and started counseling for her children, and later started counseling for herself. She was able to break free from depression, and her children's grades and behavior improved dramatically. She saved her income diligently and eventually, Illana successfully moved into permanent housing.

**Name changed for privacy.*