



# Hope House of Milwaukee, Inc.

209 West Orchard - P.O. Box 04095  
Milwaukee, WI 53204

---

*Ending homelessness and creating healthy communities*

---

## **SURGEON'S QUARTERS**

### **Annual Progress Report 2011: January 1 – December 31, 2011**

For many years, Single Room Occupancy (SRO) Housing kept the homeless, mainly men, off the streets and in housing. However, most local SRO housing was torn down in the 1960's and 1970's, and as a result, homelessness spread in the 1980s. The **Surgeon's Quarters Single Room Occupancy (SRO) Program** is a joint project of Hope House of Milwaukee, Inc., the Housing Authority of the City of Milwaukee, the Department of Veterans Affairs, and Friends of Housing. The project consists of a 13-bedroom, Section 8 SRO program that provides permanent housing to adult men and women in a communal setting. Along with an individual room, each resident is provided with shared kitchen, living, and bathroom areas. In addition, a case manager works closely with the residents to assess, refer, link and engage each in the necessary supportive services to help maintain stable housing, such as transportation assistance, mental health and substance abuse counseling, educational opportunities, healthcare, and emergency food distribution.

### **PARTICIPANT DEMOGRAPHICS**

The population of Surgeon's Quarters (SRO) is adult men and women who are found to be homeless and have the attitude and stability conducive to communal living while receiving case management services. All individuals entered the program from extremely low-income backgrounds with inadequate resources to secure housing, and many are veterans.

**In 2011, a total of 15 individuals were served by the Surgeon's Quarters SRO Project, with 4 new residents and 4 discharges. This included 13 men (87%) and 2 women (13%). The new intakes demographically were 50% white, 25% Black or African American and 25% American Indian. Moreover, 100% of the new residents this year have been veterans. The average length of stay at discharge was 22 months.**

### **PROGRAM GOALS, OUTCOMES, AND INDICATORS**

The Surgeon's Quarters SRO Program offers immediate permanent housing and supportive services with the intention of preventing homelessness and overcoming potential barriers to stable, secure housing.

#### **GOAL 1: TO PREVENT HOMELESSNESS**

Outcome: Participants will maintain stable housing in the community.

**Indicator:** *The Surgeon's Quarters SRO will maintain a 90% occupancy rate throughout the year.*

**Result:** The Surgeon's Quarters SRO has maintained a 92% occupancy rate throughout this time period.

**Indicator:** *85% of residents will maintain housing for at least six (6) months.*

**Result:** 87% of residents have maintained housing for at least six (6) months.

**GOAL 2: TO ADDRESS OBSTACLES TO SECURING STABLE HOUSING.**

Outcome: Participants will receive support and services necessary for maintaining stable housing.

**Indicator:** *80% of residents with AODA issues will receive assistance in their efforts to maintain sobriety.*

**Result:** 100% of residents with AODA issues have received assistance and maintained sobriety this year.

**Indicator:** *95% of residents will receive training in Landlord-Tenant Rights and Responsibilities.*

**Result:** 95% of residents have participated in the Landlord-Tenant Rights and Responsibilities training.

**PROGRAM HIGHLIGHTS**

The Surgeon's Quarters Single Room Occupancy (SRO) Project combines long-term housing with supportive services for single adult men and women within the community. Several community-based organizations have combined forces in order to modernize the SRO concept, thereby reducing homelessness and promoting self-determination and independence.

**Facility:** The Surgeon's Quarters (SRO) Project is housed within a building located on the Veterans Administration grounds in Milwaukee. The historic building, recently renovated to meet all pertinent housing codes, consists of 13 individual, private bedrooms with communal kitchen, bathrooms, and common living areas.

**Supportive Services:** Each resident works closely with the Case Manager through screening, assessment and planning, service monitoring and support.

The SRO Case Manager meets with each resident every two to three days. This allows for the resident to review progress on his/her individual case plan. It also allows residents to give input on everything from menu choices, to classes they would like, to

scheduling chores. In addition, regular house meetings allow for quick resolution of any problems and good relations between all residents.

**Workshops and Activities:** Residents are able to take part in an array of services located at the Surgeon's Quarters as well as in the community. These services are educational as well as positive leisure activities for residents. The scale of services is determined by the individual case plan and the interest of the resident, and can be tailored to fit their availability.

Respectfully Submitted by,