

BETHESDA HOUSE OF
SCHENECTADY, INC.

ANNUAL REPORT

2012-
2013





Bethesda House is an interfaith ministry to the homeless, disabled and economically disadvantaged citizens of Schenectady County, building a just, hospitable and inclusive community one person at a time by affirming the dignity and addressing the needs of each guest entering this “House of Mercy.”

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www.bethesdahouseschenectady.org**



not
homeless

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Special Thanks

The administration of Bethesda House of Schenectady, Inc. gratefully acknowledges the work of its Directors responsible for providing and gathering data and information necessary to compile this annual report.

The support that Bethesda House receives from the interfaith community through generous contributions, in-kind items, and volunteer hours is immeasurable. The concept of Bethesda House was born out of the interfaith community's recognition of the tremendous needs of the homeless and disadvantaged population of our Schenectady community. Over the years, as the agency grew and the needs increased, we were never left to stand alone. Bethesda House is deeply grateful for their support and continued commitment in our shared vision to end homelessness.

Bethesda House at a Glance

Bethesda House

Program
Department

Case
Management

Residential
Services

The numbers cited in the table below only begin to tell the story.
These figures represent thousands of hours of case management, emergency services,
life skills, and residential services.

Guests Served	Total
Guests	52,881
First Time Guests: of total guests	3,073
Homeless Guests: of total guests	4,984

Program Department Services	Total
Consumer Choice Food Pantry: Meals	23,018
Clothing Room	3,322
Showers	303
Telephone	4,258
Hygiene Kits	773
Mailboxes ¹	33,665
Computer	1,241
Daily Meal	31,163
Laundry	323
Lockers	950

Case Management Services	Total
Housing, Permanent and Emergency	1,095
Representative Payee	2,751
Case Management Services	1,270
Emergency Services	213
Referred for Income	587
Secured Income	323

The numbers reflect cumulative totals of scheduled appointments.

Residential Services	Total
Lighthouse	27
Liberty Apartments	17

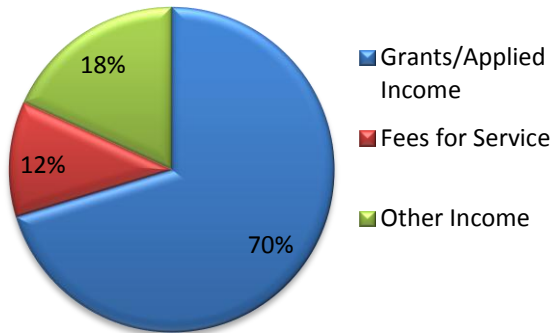
- Consumers were referred to the agency from **16** area providers. One thousand and eighty (1,080) referrals were made for the following services: **690** Case Management, **310** Emergency Services, and **80** Residential Services.
- Case Management and Program staff referred **670** consumers to area providers to best meet the needs of the individuals.

¹ Mailbox calculation: 90 mailboxes, 3 general, 87 individual; 87 individuals use the general mailboxes; 82 individuals have own mailbox, available to users 249 days a year; 80% utilization rate

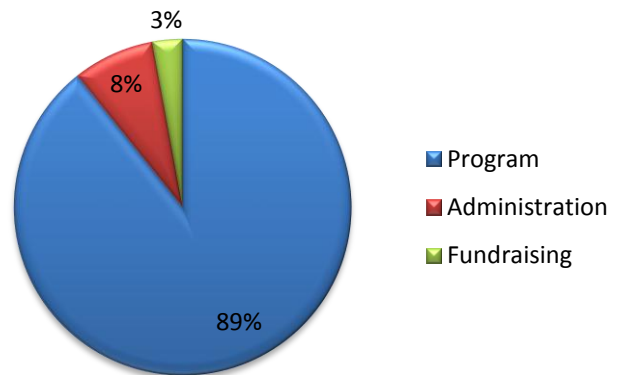
Revenue & Expenses

Revenue	Amount	Expense	Amount
Grants/Applied Income for Operations	871,028	Program	1,194,554
Fees for Service	142,233	Administration	104,946
Other Income	225,514	Fundraising	38,640
Total Revenues	1,238,775	Total Expense	1,338,140

Revenue



Expense



In-kind & Volunteers

Volunteer Hours	18,386
Value of Volunteer Hours	528,248
Value of Donated Items	372,227

Introduction

The administration and staff of Bethesda House of Schenectady, Inc. are pleased to present to you, our Board of Directors, our referring agencies, our consumers, our regulatory and policy making agencies, and friends this Annual Program Report for fiscal year July 1, 2012 to June 30, 2013. Accountability to both the consumers we serve and the community that supports our mission is important to Bethesda House of Schenectady, Inc. Fundamental to the principles and values of the interfaith communities, the staff of Bethesda House views our agency as a living body, which is always growing and learning. This report reflects some of the agency's experiences of 2012-2013. We are confident, as we reflect on this year, that we are better positioned to serve those who will come to us in the future because we are learning from our past.

During the 2012-13 funding year, the total number of guests that were served compared to the total guests served in 2011-12 increased over 17%. This increase is indicative of our continued struggling economy; our experience is that the face of homelessness and working poor has changed to include people who were once contributors to our economy. We continue to meet with individuals who, for the first time in their lives needed assistance. People who lost their employment, their unemployment benefits were exhausted and their savings gone, walked through our doors in search of help.

As we compiled the data for this report, we are mindful that we are presenting consumer related data and demographic information; we are providing the reader with outcome material, which may or may not reflect the policy objectives of those who set policy. As an agency whose mission is, "an interfaith ministry to the homeless, disabled and economically disadvantaged citizens of Schenectady County, building a just, hospitable and inclusive community one person at a time by affirming the dignity and addressing the needs of each guest entering this 'House of Mercy,'" success takes on a much more subjective and individualized dimension than mere conformity to given policy objectives. If our consumers report that they are feeling more hopeful about the future, more prepared to deal with life's adversities, and more able to care for themselves and their families because of Bethesda House, we consider such an outcome a success. It is this success that drives the actions of our staff and inspires us to keep working on behalf of our consumers.

This Annual Program Report covers three service dimensions of the agency that include our Program Department: Day Shelter/Emergency Services, Case Management, and Residential Services.

Bethesda House's **Program Department** is comprised of a variety of individual services that meet the needs of Schenectady City and County's homeless and working poor population. Those services include Day Shelter (drop-in center) and Emergency/Essential Services. The goal of these combined programs is to provide crisis management, harm reduction, and stabilization in the lives of the individuals who are experiencing the harshness and difficulties of life and are hopeful to find guidance out of their despair.

The Program Department has more than one contract source. The US Department of Housing and Urban Development (HUD), the City of Schenectady, and NYS Office of Temporary Disability Assistance (OTDA)'s *Solutions To End Homelessness Program (STEHP)*, Regional Food Bank, Concern for the Hungry, and private foundations and donors support the services offered by this department.

Under the umbrella of the Program Department is the **Case Management Department**. This department provides a variety of services to the homeless, and those who are at risk of becoming homeless to meet their needs and meet the overall goal of moving them out of the cycle of homelessness and poverty. All Case Managers are available to any guest who finds themselves in need of our emergency/essential services. Case Managers assess the needs of a guest and offer them appropriate services including but not limited to: counseling, guidance, basic needs being met in concert with the Program Department, referrals to other agencies for drug and alcohol addiction and treatment. Referrals with Mental Health treatment, as well as networking with other agencies that provide services that Bethesda House does not provide. Case Managers will assist a guest with rental and/or utility assistance, and employment assistance.

The Case Management Department has more than one contract source. The US Department of Housing and Urban Development (HUD), the City of Schenectady, and NYS Office of Temporary Disability Assistance (OTDA)'s *Solutions to End Homelessness Program (STEHP)*, NYS OMH through Schenectady County, United Way, and private donors support the services offered by this department.

Bethesda House's **Residential Department** has made a commitment to honor and uphold the mission of Bethesda House. Staff work diligently with residents to overcome life challenges and help to provide a safe, comfortable and welcoming home for everyone to enjoy and find solace in.

The agency's Lighthouse Program's seven beds and Liberty Apartment's sixteen beds are permanent supportive housing for chronically homeless adults with a history of untreated severe and persistent mental illness and other disabling conditions.

Both residences follow the *Housing First*, model which is to provide housing first for the chronically homeless population, and then combine that housing with supportive treatment services in the areas of mental and physical health, substance abuse, education, and employment. We provide advocacy, housing, and a safety net for our residents. Staff addresses the needs of the whole person focusing on self-respect, personal growth and discovery of one's gifts.

The Lighthouse Program's additional three beds are emergency shelter beds for veterans. Agency staff works closely with the Albany Veterans Administration staff, providing a safe and stable setting while the veterans begin treatment and work on financial stability; longer term services are secured after our emergency shelter program.

The Residential Services Department has more than one contract source. The US Department of Housing and Urban Development (HUD), NYS Office of Temporary Disability Assistance (OTDA) Single Room Occupancy (SRO), Veterans Administration, and private donors support the services offered by this department.

Due to the demands our guests and residents require from our staff it is important to recognize that the agency would not be as successful without the incredible selfless support from our volunteers.

Agency staff regularly attends meetings with:

- Housing and Supportive Services Network
- Single Point of Access
- Evictions Task Force
- Dual Recovery Task Force
- Coordinated Community Response to Domestic Violence
- Schenectady County Re-entry Task Force
- Schenectady Food Providers
- Homeless Veterans
- Homeless Services Planning Board
- Mental Health Sub-committee

Bethesda House has a variety of linkages and Memorandums of Understanding (MOU) with the professional community at large.

Linkage Agreements:

Aids Council of NENY

Bridge Center of Schenectady, Inc.

The Center for Community Justice

Catholic Charities AIDS Services

Healthy Schenectady Families

Legal Aid Society of NENY

New Choices Recovery Center

Office of Fair Housing
SAFE Inc. of Schenectady
Schenectady County DSS
Schenectady Community Action Program (SCAP)
Schenectady Home Town Health Center
Schenectady Municipal Housing Authority (SMHA)
Sexual Assault Support Services of PPMH
The YMCA of Schenectady

Memorandums of Understanding (MOU):

Ellis Hospital Department of Psychiatry
The YWCA of Schenectady
Schenectady County Re-entry Task Force
Cornell University Cooperative Extension

The Management Team is fully invested in the freedom to be creative in pioneering useful solutions to the implementation of positive changes within the agency. In addition, the team is examining how effectively the agency works with area service providers, as it is essential that duplication of services is avoided and working collaboratively is in the best interest of the population we serve.

Worker safety is the common thread running through all of our departments and remains a priority.

Once again, the staff and administration of the agency wishes to express our gratitude to the Board of Directors of Bethesda House. Your support and commitment to the agency are salient reminders to all of us of the importance of our work. *Thank you!*



Program Department



Bethesda House's Program Department's Day Shelter (drop-in center) serves the vulnerable and homeless population including the hard-to-serve individuals who have been barred from other agencies due to substance abuse, unwillingness to enter or continue with treatment programs, mental health concerns, anger management concerns, or other emotional and mental concerns which resulted in an unfavorable status.

The Day Shelter provides a unique entryway into the Continuum of Care where a wide range of services can be accessed. Services include: Drop-In for the homeless and working poor, a safe haven social setting for adults with a disabling condition, daily community meal (Soup Kitchen), referrals to other community agencies, storage lockers, mailboxes, laundry, shower, telephone, fax, computers, hygiene kits, clothing room, and client choice food pantry. Bethesda House staff run programs and workshops along with the outside facilitators such as: Landlord/Tenant Training; Women's Support Group; Safety Counts; HIV testing and education; Schenectady DOH Flu Vaccine clinic and PPD testing; National Grid Consumer Advocate; legal consults from Empire Justice; blood pressure clinic and nutrition outreach and education.

The Day Shelter is well known on the streets as a safe place and is often the first and many times the only connection that chronically homeless persons have to any system of care; it opens the door to forging trust and building relationships with the hardest to serve members in our community. The Day Shelter provides much the same function as a street outreach team. Our program is the primary point of referral and entry into Bethesda House's twenty-three units of permanent supportive housing and three units of emergency shelter for veterans.

This department is led by the Program Director who works closely with the Day Program Coordinator, the Senior Housing/Outreach Case Manager, and the Representative Payee Case Manager. Together they work closely with the Directors of Residential Services and Property and Facility Operators. This approach maximizes efficiency, as staff members navigate their way through daily interactions with our consumers.

Throughout this year, there was a steady increase in the number of people who sought our services. Significant increases were noted in crisis management, and daily meal numbers. Although there were increases, we did notice a slight decrease in pantry and clothing room use- a result of our partnerships with other agencies to decrease the duplication of services.

Our food pantry is opened two days a month. The decision was made to close the first week of the month and instead work with our guests and residents who are receiving food stamps; our on-going nutrition and education offers guidance and support teaching how to stretch food stamp "dollars" and supplement with local food pantries. We are closed the last week of the month due to Schenectady Inner City Ministry (SICM)'s monthly food giveaway which is on the last Thursday of each month.

The Program Department continues to offer an on-going six-week nutritional program, which is designed to provide nutritional education for our day population and residents. Agency staff and Cornell Cooperative Extension staff teach a wide range of basic nutritional information- from menu planning, to healthy food selections, to meal preparation. How to stretch food stamp dollars and accessing local food pantries to supplement their meals is a critical component of this education.

We remodeled our clothing room to give it a fresh look and set up to allow for guests and residents to move more freely and see the wide-range of clothing selections. In keeping up with our commitment to provide a safe haven for single adults Bethesda House forged a partnership with *Things of My Very Own*, an organization that serves underprivileged children. Children's clothing is taken bi-weekly to *Things of My Very Own* for distribution; this has proven to be a wonderful partnership and has benefited a large number of families.

Bethesda House has also partnered with local justice officials to provide opportunities for those convicted of a crime to complete community service hours and receive "on the job" training. In addition to obtaining job skills, the participants are educated in social responsibility and offered assistance in planning a career path.

The Program Department holds staff meetings twice a month to review issues that impact programming and staffing. A *House Meeting* is held once a month and includes guests, residents, and staff. During these meetings a variety of topics are covered: non-violence within the agency and in the community, guest issues, respect for others and the building, self respect, community presentation, and the agency's smoking policy.

Potential changes for the agency are discussed at *House Meetings*. Guests and residents are encouraged to voice the changes that they would like to see and submit comments and/or suggestions in our **Suggestion Box**.

Day Shelter and Emergency/Essential Services include referrals, consumer choice food pantry, emergency food pantry, clothing room, telephone, mailboxes, laundry, showers, lockers, computer use, daily meal, crisis management, and a safe haven. Individuals from the community are unconditionally welcome in our Hospitality Center to interact with other guests, access emergency services, or to simply find a safe place to sleep and have their basic needs met.

We have experienced an increase in need for emergency services by individuals and families that are at risk of homelessness. Even though our economy is recovering, the damage was severe and as a result it will take years to see the positive effects.

The agency's free clothing room is available on an emergency basis thanks to the generosity of our community. Our clothing room volunteers have assisted guests who needed clothing for new employment, special occasions, and significant events.

The availability of phones and computers has allowed numerous people the opportunity to access emails, arrange for job interviews, and follow up on phone calls to Social Security Administration and DSS for benefits and monthly cash

assistance. Bus passes are available to assist individuals with transportation for job interviews and medical appointments. Having these emergency services available is a significant accomplishment in our effort to prevent homelessness for families and single individuals.

During the 2012-2013 year, the Program Department staff continued to streamline the intake forms for efficient data tracking and data entry into the HUD HMIS reporting system. This system has allowed for an increase in accurate statistical information, which helps identify areas of need that are not being addressed and identify where an increase of specific services was required.

The Program Department's goal for 2013-14 is to create additional educational programs that focus on basic living skills and literacy.

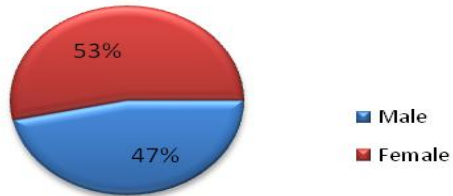
The Directors continue to work with area congregations to increase our volunteer pool and promote community involvement. We actively reach out to local colleges and high schools, offering opportunities for internships and community hours.

We wouldn't be able to offer a considerable amount of our services without the generosity of the community; whenever we have a need, the community responds. In that same spirit, Bethesda House responded to the call for help when Fort Plain was devastated by the recent floods. We took a busload of staff, volunteers, guests, and a former board member and shoveled pounds of mud and assisted victims in removing their possessions that were damaged by water and mud. The experience left a profound imprint on all that attended and strengthened our commitment to honor and protect the dignity of those we serve.

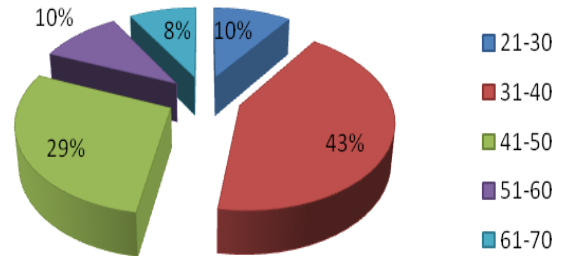


Program Department Demographics Based on the Number of Consumers Served: 8,881

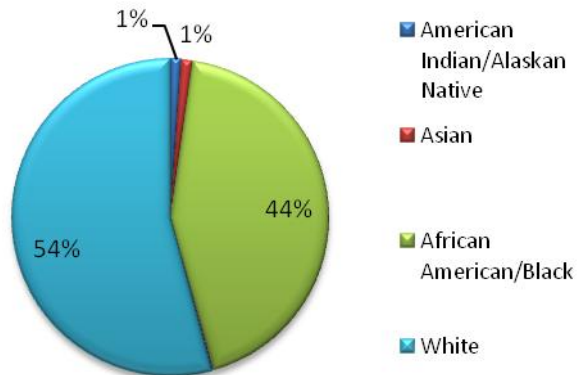
Gender



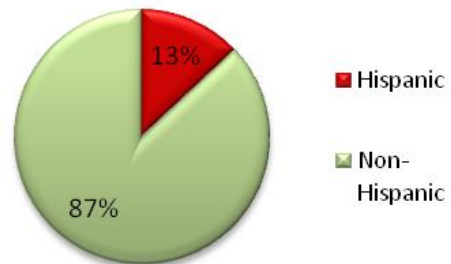
Age



Race



Ethnicity



Neighborhood



Day Shelter/Emergency Services Stories

SD is a 19 year-old runaway that has been living on the streets since he was sixteen years old. Surrounded by drugs and prostitution, he left his home because he could not take his mother's lifestyle. However, as a minor he had to stay under the radar to avoid the foster care system. SD met with the Day Program Coordinator and shared his history and his hopes for the future. He was set up as a volunteer in order to gain work experience and referred to Case Management for assistance with housing and obtaining his GED. Today SD is working full-time toward his GED and has a part time job. There is little time in SD's busy schedule to volunteer anymore, but he frequently stops in to thank the Day Program Coordinator for all she did for him. He will be the first member of his family to receive his GED and he credits Bethesda House with helping him to realize his dreams.

MH is a 48 year old construction worker who came to Schenectady looking for work and all he found was poverty. MH always sat in the back of the Hospitality Center with a distant look in his eyes, never interacting with anyone. A Case Manager struck up a conversation one day and all of the pain and sorrow that had festered for the last couple of weeks came pouring out. Shortly after arriving in Schenectady, MH's truck was vandalized and all of his possessions were stolen, including his wallet with all of his identification and money. Losing his possessions was traumatic enough, however his steel toe boots were among the goods that were stolen and without his very expensive boots, he could not work. MH was referred to Case Management and set up with emergency shelter; he was also referred to DSS for assistance in getting his identification replaced. One staff member had previously worked at the Schenectady County jail and had a pair of steel toe boots that they no longer needed and gave them to MH. Within a month, MH was able to find work and with the assistance of case management, he was able to find his own apartment. Several months later MH returned to Bethesda House with an envelope full of cash, which he wished to donate. MH was hired by a large construction firm in the area and he was making excellent money. He wanted to repay Bethesda House for steel toe boots, because without the staff's kindness he would not be where he is today.



Case Management Department



This department is led by the Program Director who coordinates the team approach with the Day Program Coordinator and the Senior Housing/Outreach Case Manager. This team works closely with the Residential Department to address the needs of our guests and residents.

The Case Managers have been cross trained to assist all people at risk of homelessness and people of immediate need, to receive the Emergency/Essential Services that Bethesda House offers. The department meets once a month with program and residential staff to review issues that impact programming and staffing.

The Case Management personnel cover the following needs:

Initial Intake and Assessment – triage and assess immediate needs; eligibility for entitlement programs and the need for immediate referrals to other agencies.

Financial Case Management – managing the SSI/SSD benefits for disabled and identified guests. A budget is established with each person in our Rep Payee Program that ensures rent; utilities, food, medical care, and other essential needs are met and paid for prior to the guest receiving a personal spending allowance.

Shelter/Housing – The Case Management team provides emergency services to assist homeless individuals with emergency shelter placement. Guests can continue to work with Case Management to obtain steady income and permanent housing or to obtain placement in Drug/Alcohol rehab, subsidized, or programmatic housing.

Bethesda House's **Sr. Housing/Outreach Case Manager** continues to increase landlord relationships to facilitate the placement of homeless people in safe and secure housing. This position's primary responsibilities include homeless prevention; helping individuals remain housed and rapid re-housing; assisting homeless individuals with finding permanent housing. Many strong, on-going working relationships with landlords have been developed and have increased the outreach to house chronically homeless people. The Case Management staff created an extensive landlord database which aids in the success of securing affordable housing.

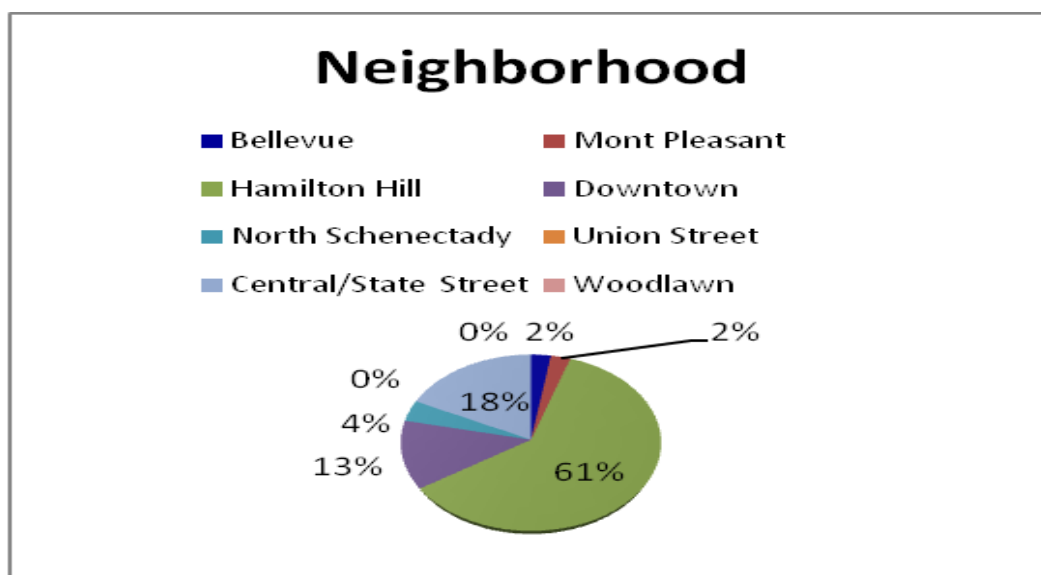
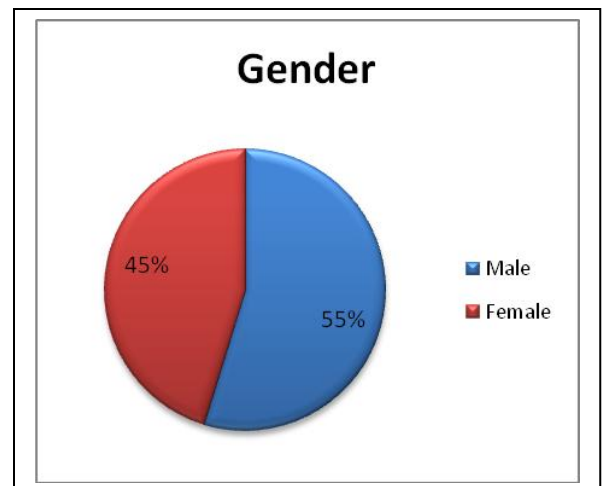
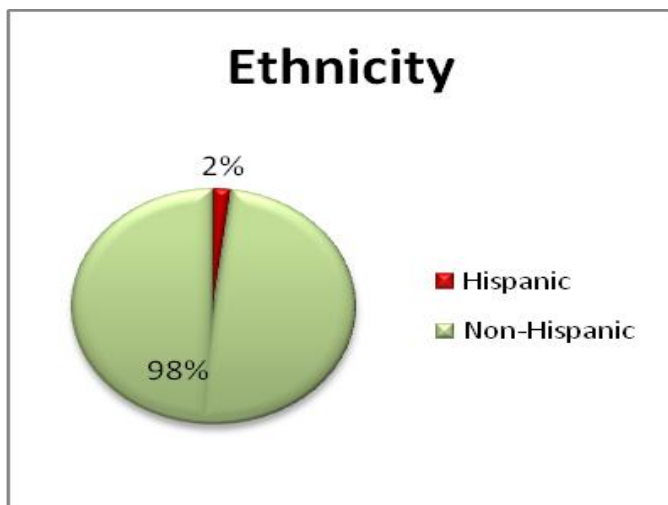
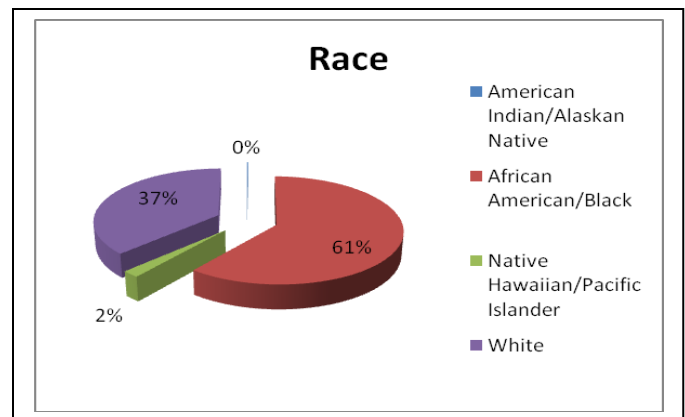
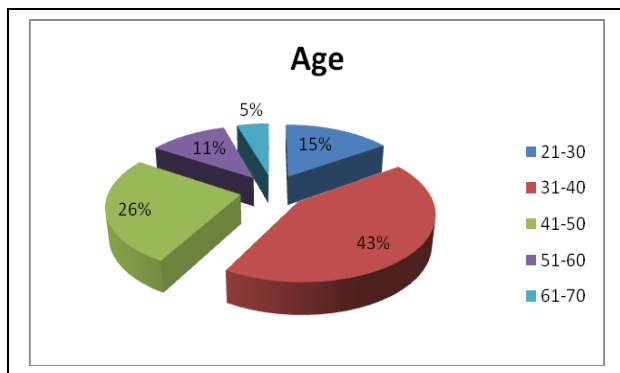
The staff assigned to the Program and Case Management department meet with individuals to assess emergency service needs and assist the same in navigating Bethesda House's intake system in order to obtain the appropriate service. We are seeing a significant need for emergency services by individuals and families that are at risk of homelessness. The number of individuals served by Bethesda House increased dramatically during the last fiscal year; this is directly related to the struggling, anemic economy. Bethesda House anticipates this increase to continue during the 2013-2014 fiscal year.

The **Representative Payee** program is essential to help prevent individuals from becoming homeless, assists individuals in finding permanent housing, and aids in the financial stability for our consumers. Many individuals who do not participate in this program find themselves being taken advantage of by others and run the risk of losing their minimal income to drugs/alcohol and other addictions because of their inability to handle and manage their one-time a month payment. The self-determination that people gain from living independently is remarkable. The average income of a participant is \$761 a month. Regardless of the amount, individuals are living on their own and not with family, group homes, or having to share living quarters that could possibly be with someone that could take advantage of them.

During the 2012-13 fiscal year, the number of participants in this program stabilized at 73. The Case Management staff work closely with area providers, particularly with Schenectady County DSS Protective Services for Adults. The Case Manager works with each participant to develop a budget which ensures that all bills (rent, utility, phone, medical, etc.) are paid in addition to allowing for personal needs money to purchase necessary items. During 2013-2014, the Case Managers will continue to collaborate with the appropriate staff and local providers to ensure that consumers secure housing placement and financial stability.

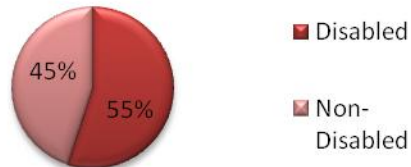
Consumer feedback gained at House Meetings has provided us with valuable information. In 2013-2014 we are implementing a consumer satisfaction survey to gain more insight on the effectiveness of the services we offer. Our goal is to ensure that consumers meet their milestones and that staff are mindful of the services the individuals are seeking. We will give careful review of the documentation we receive.

Case Management Housing and Emergency Services Based on the Number of Consumers Served: 1,483

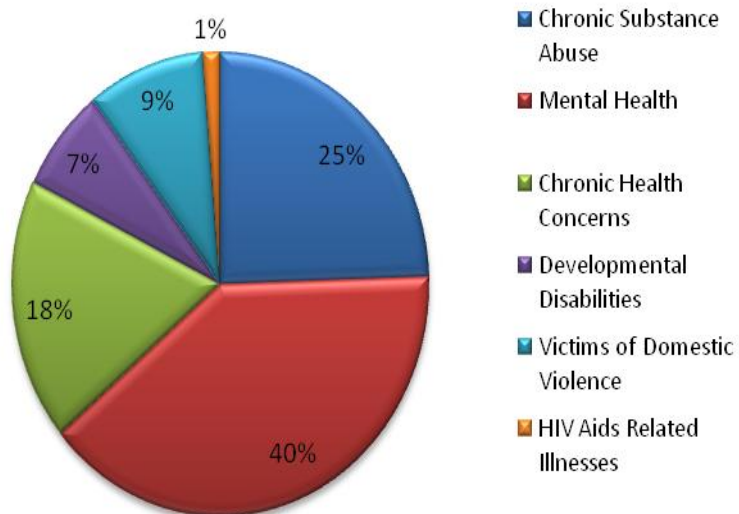


Case Management Housing and Emergency Services Based on the Number of Consumers Served: 1,483

Percent Disabled/Non-Disabled

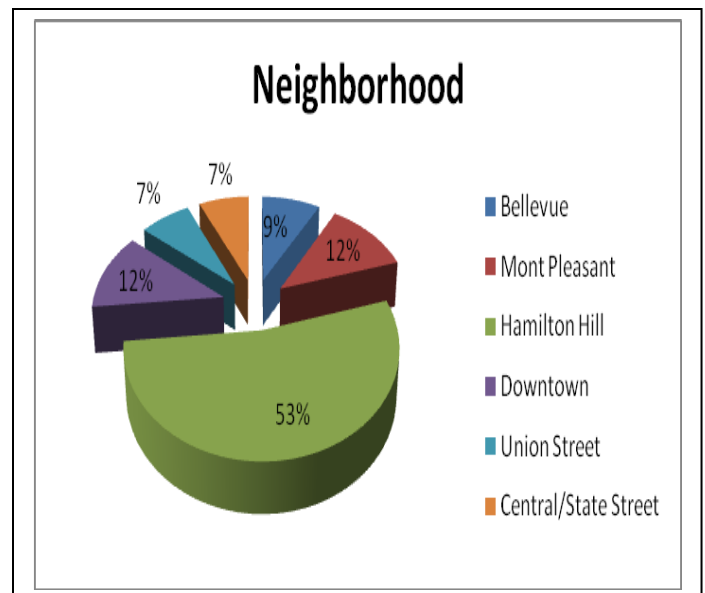
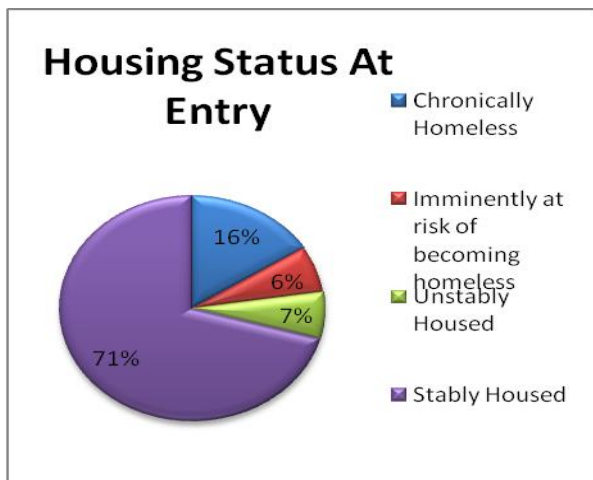
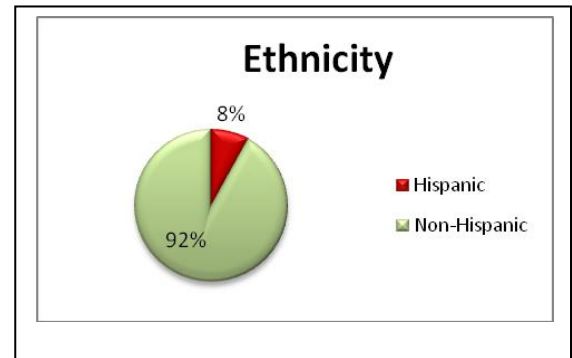
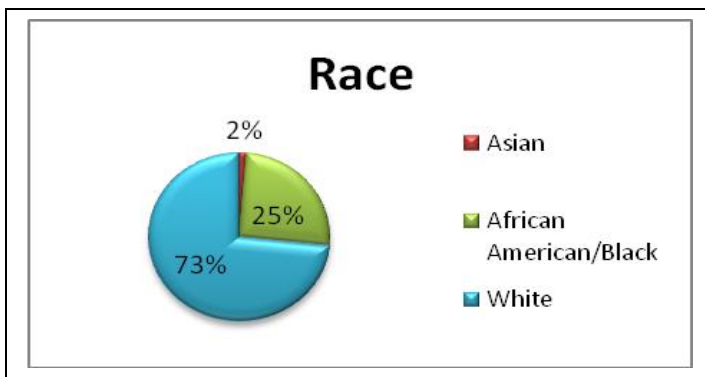
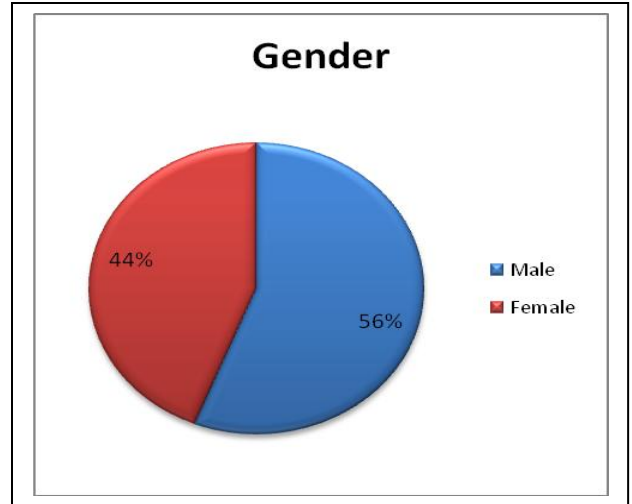
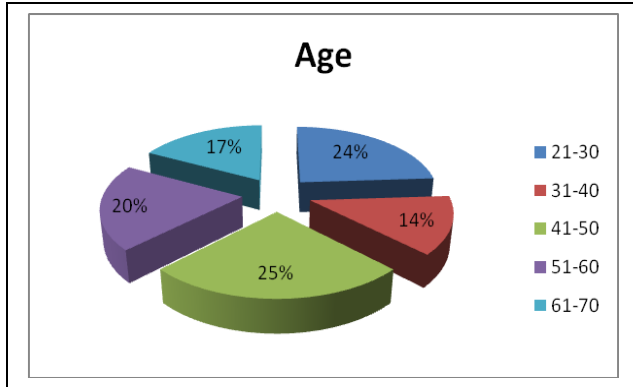


Disability



Case Management Representative Payee Services Based on the Number of Consumers Served:

75



Women's Group


Every week an average of twenty-eight (28) women meet to discuss their life issues and seek emotional support as they work through the effects of abuse. Our confidential group meets weekly and addresses a variety of issues related to domestic violence. The group provides a comfortable atmosphere to develop healthy relationships in a nurturing environment. The group is facilitated by professionals from Bethesda House, YWCA and Sexual Assault Support at Planned Parenthood.

There are several volunteers that come each week to assist with the weekly meal and provide additional support as needed. The group discusses topics such as drug and alcohol addiction, housing crisis issues, abusive relationships and their children. All participants provide confidential and emotional support to those who attend. The facilitators are available for outside referrals and counseling. Occasionally, guest speakers from the community come in to discuss topics that are of interest to the women. Facilitators plan community outings such as a yearly picnic and a Mother's Day special luncheon; when financial assistance is available, crafts are purchased for attendees to make gifts and holiday projects. The group receives a lunch and, for most, is the only meal that they may eat for the day. The group is free and could be the only source of support or counseling that is available.

Facilitators

Bethesda House is fortunate to have dedicated facilitators who are on-site once or twice a week, making themselves available to all guests and residents who are interested in the services they provide.

The facilitators are:

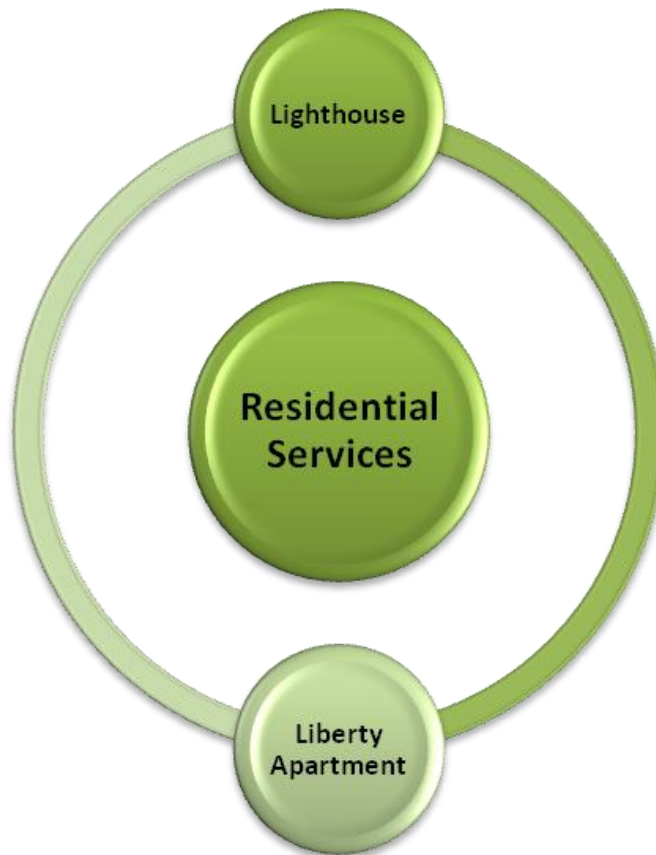


The Aids Council	• Twice per week
National Grid Advocate	• Once per week
Blood Pressure Clinic, run by volunteers	• Once per week
Tenant Training in collaboration with SCAP, Legal Aid, & Center for Disability Services	• Once per quarter
Empire Justice Center	• Once per week
Fidelis	• Twice per month
CDPHP	• Twice per month

Women's Group Stories

MS is a fifty-six year old woman who was living the good life until three years ago when her husband lost the job that he had held for twenty plus years. Optimistic by nature, the couple dipped into their savings, certain that the funds would be replenished in a short time. One year later however, there was still no job and very little money left in the savings account. MS's husband's frustration was mounting due to his inability to support his family in the manner in which they had grown accustomed to and his optimism ran out. He began to drink heavily, which placed a strain on their already diminished financial situation and added to his rage over his circumstances. With no money left in savings and unemployment barely enough to pay the mortgage, MS went to a local food pantry in order to be able to feed her family. The sight of all those bags of food was the final straw for MS's husband; he snapped and beat her to near unconsciousness. The beatings became more frequent as her husband's rage of his situation grew until MS finally ended up in the hospital with several broken bones and a ruptured spleen after being thrown down two flights of stairs. There were no more opportunities to hide or cover up what was going on in her home; her secret was exposed. While in the hospital, she met with several counselors and was given many options for leaving her husband of thirty-four years, but no one could tell her how to help the man she loved or how to save her marriage. When MS returned home from her stay in the hospital there had been a dramatic change in her husband; gone was the rage-filled man who had previously instilled terror; instead she found a depressed and lifeless man lacking any hope for the future. Afraid for her husband's well being, MS opened the phonebook and called the first pastor she came upon. After telling her story to the pastor he agreed to help her husband, but only if she did something for herself and he slipped a piece of paper into her hand as she walked out the door. Several days later, while standing in line at the grocery store, MS reached into her coat pocket and pulled out her money along with the piece of paper the pastor had given her. The writing on the paper said, "Bethesda House Women's Group" and the phone number. MS called and found out that the group was meeting that very day so she attended the meeting and shared her story with the group. She was ready to be told yet again, her many options for leaving the man she loved, but to her surprise not one person suggested that she leave. With the help of her peers in the group and the facilitators, MS was given direction on how to save herself in order to save her marriage. MS has been part of the Women's group for over a year and her life has changed for the better. Her husband took a menial job that eventually led to a position within the company that better suited his skills and MS also found a job that accentuates her skills and talents. MS attributes her and her husband's recovery with the support she received from Women's Group. MS says she had twenty women behind her as she set the rules for her future and there was no way they would let her fail.

Residential Services



Bethesda House's Residential Services Department meets the daily challenges of encouraging and assisting each resident as they work on the goals of their Individual Service Plans. Staff and volunteers are an essential component of the primary success for each resident.

This department's experienced team, which comprises of the Director of Residential Services and the Residential Supervising Case Manager work closely with the Directors of Program and Property and Facility Operations; this allows for efficiency as the management staff navigate their way through the needs of our residents. The Residential Services Department meets twice a month with staff to review issues that impact programming and staffing. The Director and the Residential Supervising Case Manager regularly attend the "Single Point of Access" meetings to provide a setting in which to:

- identify resident's needs
- seek community services
- build accountability to the treatment plan among service providers
- develop treatment recommendations and review medications
- develop social/vocational/employment goals
- address rep payee issues
- create personal goals and objectives
- seek input and evaluation on employment and/or vocational options
- review all mainstream benefits
- review and discuss options to assist residents in obtaining independence and self-sufficiency.

In our permanent supportive housing program, the Director of Residential Services and/or the Residential Supervising Case Manager schedule a meeting with each of the twenty-three (23) residents bi-weekly; this establishes a level of consistency and demonstrates that each resident is important. In addition, the Director of Residential Services and the Residential Supervising Case Manager informally interact with each resident on a daily basis. During the scheduled meeting, they discuss progress towards goals, immediate concerns, and any modifications to the established service plan.

Each resident, in collaboration with the Director of Residential Services and/or the Residential Supervising Case Manager, design the most appropriate path to manage mental health issues and addictions. Our staff will often attend appointments with the residents and assist with follow up and treatment and provides transportation to medical appointments and meetings as needed.

Residents are encouraged to participate in the Representative Payee program. Seventy-three percent (73%) of the residents receive Social Security benefits and participate in this program. The remaining twenty-seven percent (27%), who are not receiving Social Security benefits, are working closely with their Case Manager in order to collect benefits. All of the residents who are currently not receiving benefits have applied and are waiting for approval.

During 2012-13 residents participated in the nutritional educational program led by agency staff and staff from the Cornell Cooperative Extension. Staff worked with residents to reinforce healthy menu planning and stretching food stamp dollars.

The Lighthouse Program is a ten-bed facility located in the Mont Pleasant neighborhood in Schenectady. Seven beds are for single adults who were chronically homeless and have a disability; three beds are emergency shelter beds for veterans. The goal for all of the residents living at the Lighthouse is greater independence. The Lighthouse staff work with each individual to take on more responsibility in all areas of daily living. Thirty percent (30%) of the residents have lived at the Lighthouse for five years or longer; thirty percent (30%) of the residents recently reconnected with family members and subsequently left the program. In our Veterans program, of the eighteen veterans admitted, more than fifty percent (50%) had their needs met and were discharged to stable housing.

The Life Skills Counselor and the Resident Assistants work with the residents, helping them to develop basic living skills so that they will be comfortable being active participants in their community. The residents participate in community activities weekly and some volunteer at our main facilities day program/drop-in center. Activities that the resident participates in include trips to area grocery stores, movie theaters, parks, shopping malls, and restaurants. Two of our residents attend church regularly. Most of the residents have established significant relationships with members of the community and look to them to provide support during difficult times.

The residents have taken an interest in keeping up the grounds at the Lighthouse facility by completing yard work and tending the garden. The gardens produce is used in the daily meals prepared by the Life Skills Counselor and residents.

Residents who require more intensive staff intervention have access to one-on-one Life Skills Counselor interactions. The Life Skills Counselor work with residents to provide graduated instruction and remain a presence until they can independently complete the task. For those residents with physical disabilities, the Life Skills Counselor encourages as much independence as possible and assists with tasks that are beyond their physical capabilities. The Life Skills Counselor also assists residents with nutritional counseling, menu planning, food and personal needs shopping and assists with planning recreational activities.

Many of the residents served at the Lighthouse have never known a home of their own. They have lived in wooded areas or under a bridge, in an attic or in an abandoned building; in some cases sleeping on front porches in neighborhoods. All of our residents come in with survival skills engrained into their thinking. They have survived by living by the defensive approach, accepting to live in filth, eating out of a dumpster, and resting whenever and wherever they

can. The skills necessary to survive a life on the street differ greatly from those necessary to keep a house. The average homeless person does not think about sanitation, they think only of survival.

During 2013-14 staff will increase their efforts to encourage the residents to take a more active role in the upkeep of their home and to become more integrated into their community. With the assistance of the Residential Supervising Case Manager, the Resident Assistants, and the Life Skills Counselor, each resident will continue to have the opportunity to work one on one with staff to develop the skills necessary to keep their home neat and tidy. In addition, staff will encourage residents to be more active and a regular participant in the volunteer program.

The **Liberty Apartments** is a fifteen unit, sixteen-bed facility, located on State Street in Schenectady. Residents live privately and independently while having access to supportive staff 24/7. Fourteen units are single room occupancies and one unit has double occupancy; all units have their own bathroom and fully functional kitchenette. Each resident is encouraged to make their home their own, and if necessary, to stay permanently. Over thirty percent of the residents have been in their homes since the facility opened in January 2010. Twenty-five (25%) percent of the residents have been in their homes for nine months or longer. Over thirty-seven percent of the residents left to improve their living situation in the community.

Bethesda House's Day Shelter is a primary point of contact/entry into the system of care. The residents living at Liberty House apartments have access to all of the services provided by Bethesda House. Residents make use of the Hospitality Center, the clothing room, food pantry, and the medical management services (blood pressure clinic, aids counseling, etc.) offered. Bethesda House provides outreach through the local business community; residents have access to services through National Grid, Fidelis, and a representative from The Veteran's Administration who comes weekly.

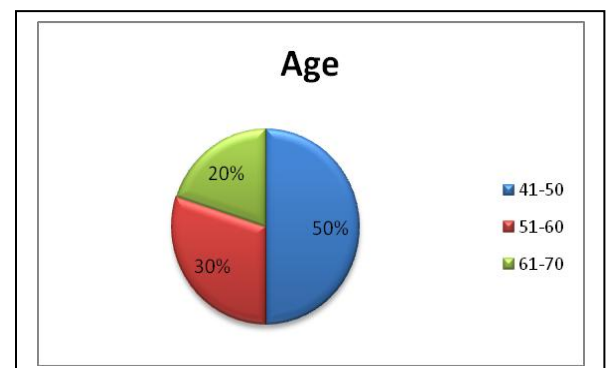
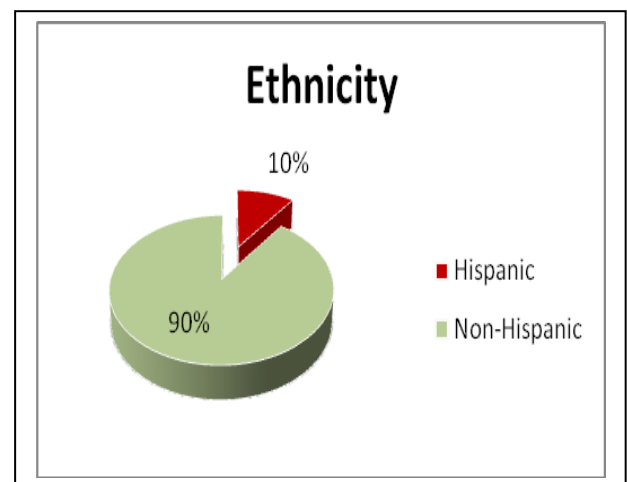
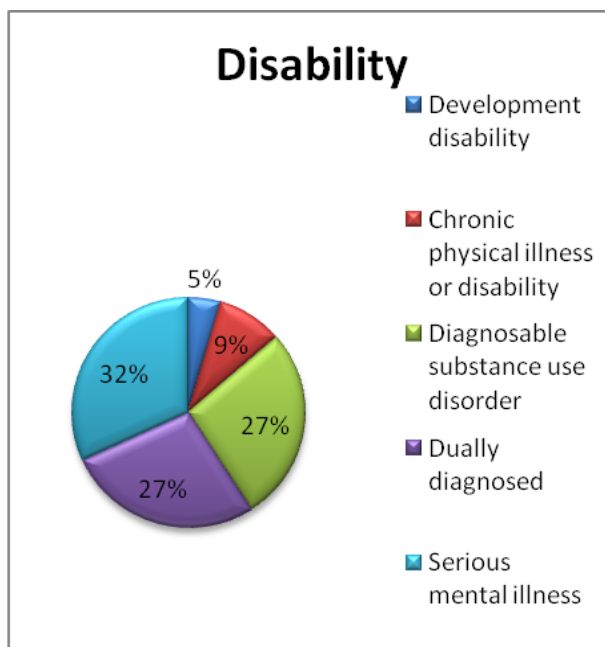
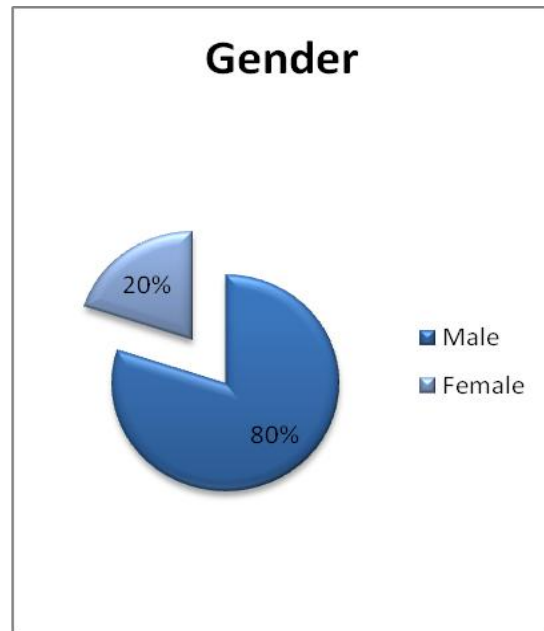
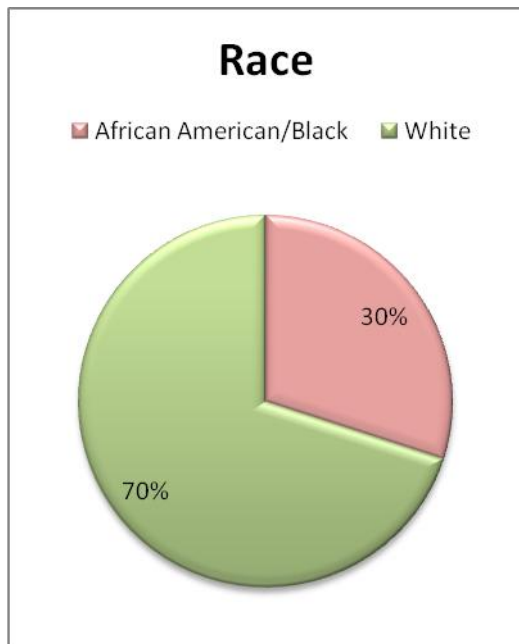
Residents are encouraged to participate in monthly house meetings where they are able to express their concerns. The Director of Property and Facility Operations attends all house meetings in order to answer questions and address concerns. The residents plan social and recreational activities during the meetings. Bethesda House has a van available to transport residents to community activities.

The goal for all of the residents living at the Liberty Apartments is greater independence. The design of the program does allow for greater autonomy. However, the greater percent of the residents seek interaction with other residents, our Day Shelter population, and staff members in general. In addition, ninety one percent (91%) of the residents have planned their goals for their service plans with minimal assistance from staff.

Liberty Apartment residents who require more intensive staff intervention work one-on-one with the Life Skills Counselor. The Life Skills Counselor works with all residents to provide graduated instruction and remain a presence until they can independently complete the task. For those residents with physical disabilities, the Life Skills Counselor encourages as much independence as possible and assists with tasks that are beyond their physical capabilities. The Life Skills Counselor also assists residents with nutritional counseling, menu planning, food, and personal needs shopping and assists with planning recreational activities.

Obtaining secure and stable housing is the first step in alleviating the inconsistencies and trauma associated with living on the streets. It takes a great deal of time for a homeless person to let go of street living and to trust that they are worthy of this new life. With each step forward, there can be several steps back, but with patience and persistence no goal is out of reach.

Lighthouse Permanent Supportive Housing Demographics Based on the Number of Consumers Served: 10

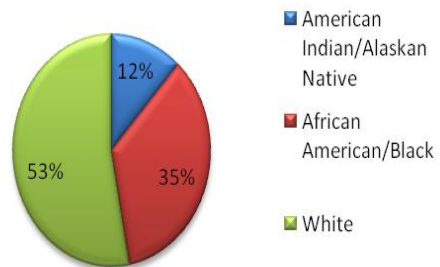


Lighthouse Emergency Shelter Veterans Demographics Based on the Number of Consumers Served: 17

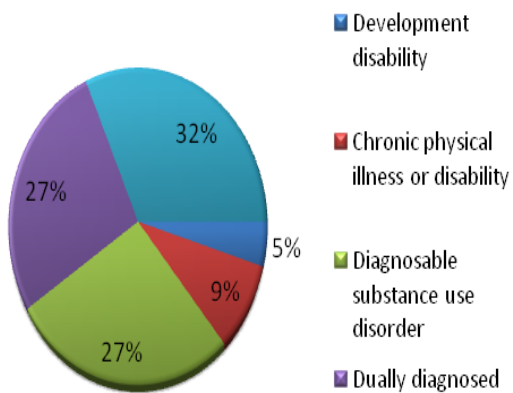
Gender



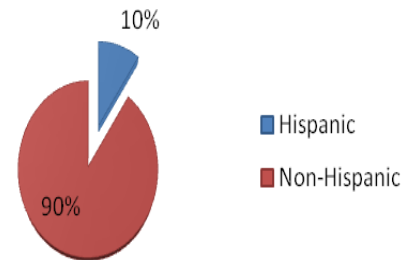
Race



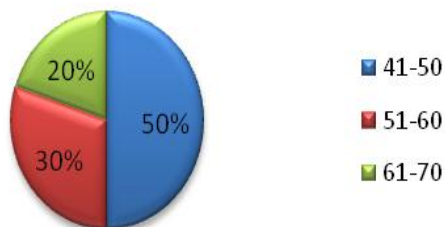
Disability



Ethnicity



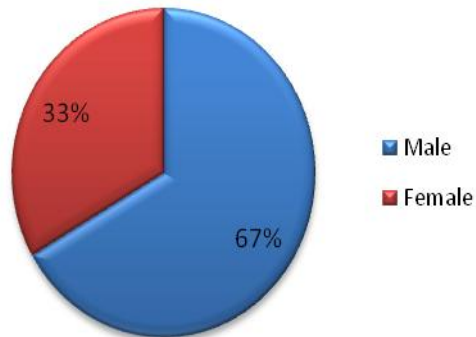
Age



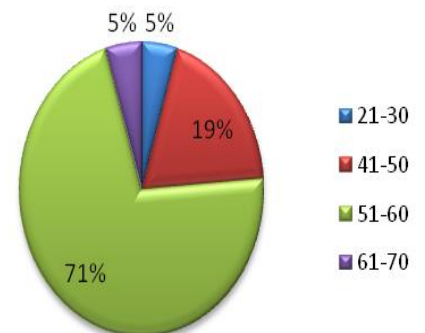
Liberty Apartments Demographics Based on the Number of Consumers

Served: 17

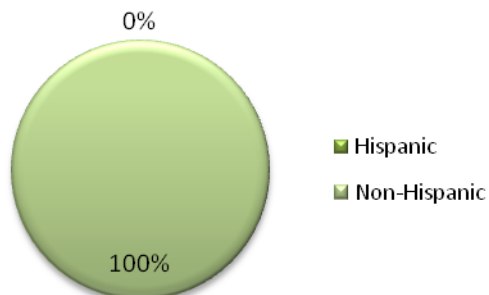
Gender



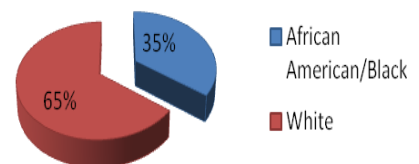
Age



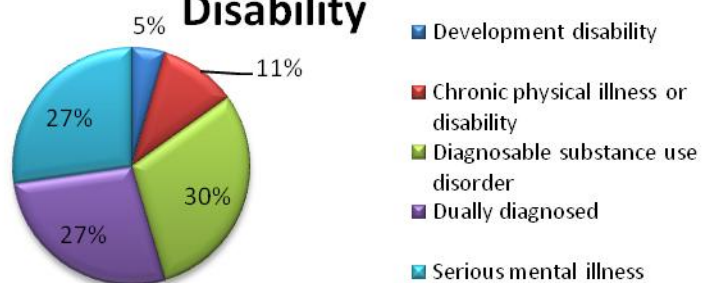
Ethnicity



Race



Disability



Resident Stories

AR is in his early thirties; he is a very personable man who came to Bethesda House in 2009 at the insistence of a family member. It was clearly visible that he had issues that were not being addressed, due to these concerns and others; he could not live with his family. AR came to Bethesda House in search of help to find safe and affordable housing. Case Management staff was able to find him an affordable apartment in the area; during the following three-month period, staff worked with him to ensure stability and success in his independent living plan.

Suddenly, without notice, AR seemed to disappear; he had not been seen by anyone and he was no longer in the apartment we placed him in. AR's story began to unfold, we learned that he left his apartment and began living at the mission for months before being arrested in 2010. He served two years for attempted robbery while attempting to feed his addiction. At no time was his serious condition addressed. In 2012, he was released from prison with the condition of parole. He again came to Bethesda House literally homeless and in need of assistance in obtaining permanent housing. He was accepted into our Liberty House program and is now being treated for his addiction as well as his disability, Traumatic Brain Injury (TBI). In early 2013, AR had successfully completed parole with no incidents. He has also completed a program at Belvedere that addressed both his TBI and his addiction; AR enrolled in a relapse prevention group and remains stably housed in our program.

OT is a male in his mid forties who was born in the South. He was introduced to drugs at the age of 14 by a family member and had been using and selling since that age. OT worked manual labor jobs to support himself and his addiction until he became physically unable to work. He applied for and received Social Security benefits. When friends and family members learned that he had been approved to receive SSA monetary retroactive benefits, he was invited to live in Schenectady. When the retroactive money was gone, he was asked to leave the apartment that he shared with his family member. Suddenly, he was homeless and was sent to the City Mission. During the last two years, OT had difficulties maintaining stable housing and has been placed in emergency shelters by the county time and time again.

OT grew tired of his unstable life. He met with Bethesda House's Residential and Case Management staff and is now a resident of our Liberty Apartments. OT agreed to be in our Rep-Payee program and is learning to better manage his money. He is now attending all of his mental and medical health appointments and taking his medication as prescribed. OT is in the process of applying for VESID so that he can be enrolled in a training program and obtain employment.

BJ is a man in his late thirties who has been homeless for many years; moving from place to place, sleeping at friends' houses and in cemeteries; he found it difficult to remain stably housed. BJ has always struggled with alcohol and drug addiction. He would frequently find himself in the hospital due to his mental health, forced to seek help from an outpatient rehabilitation facility. While in the rehabilitation facility his mental health issues made it hard for him to focus on his treatment. It became apparent that he was not committed to stopping his substance abuse. As a result his behavior toward staff and other patients would lead to episodes of relapse and he would be asked to leave the facility. The last time this situation occurred, he did not have anywhere to go with no family in the area; he was literally homeless. In the past, BJ had visited Bethesda House for meals and eventually became a regular guest. BJ heard of Bethesda House's housing program and wondered if he was eligible. With the help of the Bethesda House staff, BJ secured Social Security benefits, which would have been impossible for him to secure on his own. After BJ was accepted into the Lighthouse Program, he felt safe and secure enough to attend weekly AA meetings to keep his addiction under control.

Over the course of two years, BJ made concerted efforts to stay clean. However due to his years of substance abuse he found it extremely difficult. With the constant encouragement and support from the Resident Assistants and the Case Manager at the Lighthouse, BJ admitted that his drinking had taken control of his life again. He asked for assistance once more by agreeing to check himself into a rehabilitation facility. BJ successfully completed the 30 day program and is on the road to an addiction free life.

Looking Back

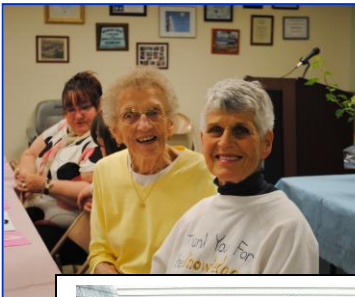
Back-pack Program:

With the generosity of Wal-Mart, Office Max, and Staples, we were able to fill 200 back-packs and distributed them to Schenectady Community Schools. This wonderful program has been part of Bethesda House for years; our program is designed to prepare as many children as funds allow by providing backpacks filled with all the required school supplies. Our project provides the necessary tools for children to use as they begin their new school year; with the proper supplies confidence is established.



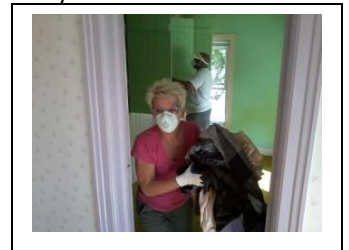
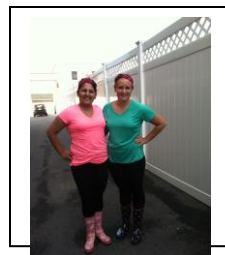
Volunteers:

Bethesda House is deeply grateful for our wonderful volunteers. We feel their energy and love each day and would not be able to carry out our mission and vision without their gifts of time and compassion.



Community Giving Back: Fort Plain

Once again our community felt the devastation of a storm. On June 27th and 28th flooding crippled the Fort Plain area. Bethesda House staff, volunteers, guests, and residents helped with clean-up on two separate days.



The delicious smells of turkey roasting and dressing cooking filled the air in the days leading up to our November 21st Thanksgiving Feast. Jake Rowe, Food and Nutrition Coordinator, and his amazing kitchen crew tirelessly made preparations for the hundreds of anticipated dinner guests. We joined in a prayer of thanksgiving and we continued with our tradition of individuals standing to express thanks; their words filled with emotion as we celebrated friendship and compassion for our fellow community members. Volunteers moved around the dining room to serve, ending with seasonal pies and desserts. It was a wonderful day remembered fondly.



Education:

Cornell Cooperative Extension and Jake Rowe, Food and Nutrition Coordinator, provided Nutritional Education during our on-going 6-week program. Agency staff and staff from Cornell Cooperative Extension teach class participants a wide range of basic nutritional information from menu planning, healthy food selections, to meal preparation. Participants learn the benefits of healthy eating and the positive effects of weight loss and healthier bodies. The program staff teaches how to stretch food stamp dollars and when to access local food pantries to supplement their meals.

Financial Summary

Bethesda House ended the 2012-13 fiscal year with a deficit of \$99,636; this deficit includes depreciation for capital items supported by Foundations and government contracts.

The agency's most significant fiscal challenge this year was related to fundraising. In Human Services agencies such as Bethesda House, there is a direct correlation between the country's economic health and the number of people in need of services. During our 2012-13 fiscal year, Bethesda House Administration and Board of Directors took an active approach to exploring new initiatives, private foundations, and cultivating a more extensive donor base. With this commitment, our 2012-13 contributions exceeded our 2011-12 contributions by eleven percent (11%). In addition, thirty-one thousand dollars (\$31,000) was solicited from private foundations for capital improvements to our Lighthouse Program.

Our contribution dollars allow our agency to enhance and increase the services we provide to the homeless and impoverished members of Schenectady County. We are deeply grateful for the generosity and selflessness of our donors.

Bethesda House will continue to explore initiatives to increase our contribution dollars in order to strengthen our programs and build upon our current success of housing the homeless, feeding the hungry and providing crisis and emergency services to those in need.



Bethesda House of Schenectady, Inc.

Management Team

Kimarie Sheppard, Executive Director

Danny Payne, Director of Residential Services

Anne McGhee, Program Director

Harold (Butch) Fogg, Director of Property and Facility Operations





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