



Human Solutions  
Building Pathways Out of Poverty



ANNUAL REPORT

2014



## Mission & Vision

*Human Solutions' mission is to help low-income and homeless families and individuals achieve self-sufficiency by providing affordable housing, family support services, job readiness training and economic development opportunities.*

*With your partnership, Human Solutions works to eliminate poverty and homelessness, and their root causes, because every child in every family deserves a safe place to call home. At Human Solutions, our vision is to foster a prosperous and healthy community that is free of homelessness and the devastating effects of poverty.*

### ■ Equity Policy Statement

Human Solutions is a multi-racial and multi-cultural organization offering services in East Portland and mid and East Multnomah County, one of the most diverse and changing areas in Multnomah County. To improve our success in providing services and programs to families and individuals who are homeless or living in poverty, we strive to understand the historical legacies of inequality, learned patterns of oppression, and the strong connection between poverty and race, especially as applied to communities of color. The Board and staff of Human Solutions believes that by taking action to achieve equity in our agency and program outcomes, we are fulfilling our mission which is to help low-income and homeless families and individuals gain self-sufficiency by providing affordable housing, family support services, job readiness training and economic development opportunities. Human Solutions is committed to understanding, challenging and restructuring our agency's policies and procedures to create a more equitable institution and to create the conditions for broader community change.



**HumanSolutions**  
Building Pathways Out of Poverty



## Human Solutions' Impact

Fiscal Year 7/1/13 to 6/30/14

- **667** people received employment training or assistance
- **1,426** people received rent assistance to prevent eviction and homelessness (**378** households)
- **55,991** callers or walk-ins were given information and referrals
- **28,607** people received utility assistance (**9,225** households)
- **1,281** people in families went from homelessness into housing as a result of our services (**412** families)
- **2,389** adults and children were housed in our **701** units of affordable housing
- **1,027** people received shelter and support at our Daybreak Shelter and Family Winter Center (**320** homeless families)
- **641** people in families were served in our Holiday Store (**123** families)

**TOTAL: 93,464**



“Affordable, safe, and decent housing for individuals and families is integral to a healthy community.”

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Are you interested in joining Human Solutions' Board of Directors to help make a change in our community?
- Please contact:**  
Scott Langen  
Development Director  
503.548.0282  
slangen@humansolutions.org

## Making Housing Affordable

As of June 30, 2014, Human Solutions owned and operated 655 apartments, which are home to more than 2,300 individuals.

Human Solutions' goal is to make housing affordable to low-income families. All rental properties in our portfolio are income and rent restricted to residents earning no more than 60% of the area median income.

### Resident Services: The Key to Housing Stability

The goal of Human Solutions' Resident Services Program is to promote housing stability by helping families connect to services that foster positive outcomes. Resident Services programs also provide education and other enrichment activities to residents and their families.

### Resident Services: 2013-14 Highlights

- More than 3,388 requests for assistance from families were received.
- 272 residents sought eviction prevention assistance 790 times last year in areas including rent and utility assistance, payment arrangements, crisis intervention, funds for cleaning supplies and on-site mediations between residents and property management.
- Resident Services assisted 31 households with rent assistance, for a total of \$8,717.
- Our Start School Right program provided 573 students, K-12th grade, with school supplies.
- More than 96 students, grades 3-8 participated in LearnLinks, Human Solutions after school program. Activities included 2 day a week homework help, community service projects and leadership development and field trips.
- More than 12,500 youth received a nutritious lunch during eight weeks of the Free Summer Lunch program.



## Overcoming Homelessness

### ■ Housing First

Housing First is an approach that emphasizes stable, permanent housing as a primary strategy for ending homelessness. With the Housing First approach, homeless families are placed into housing as quickly as possible. Once housed, supportive services appropriate to the needs of each family are provided to help ensure long-term housing stability.

Last year Human Solutions helped 400 homeless families (542 adults and 692 children) move from homelessness into permanent housing using the Housing First approach. More than 91% of families in the Housing First program maintained their housing for at least one year after all services and subsidies ended.

### ■ Facility Based Transitional Housing

Willow Tree is a transitional housing program for homeless families who cannot immediately access private market housing. At Willow Tree, families receive individualized services to overcome their homelessness. Last year, 14 households (13 adults and 47 children) benefited from transitional housing at Willow Tree.

### ■ Family Winter Shelter

Human Solutions' Family Winter Shelter serves homeless families with no other place to go. Families receive safe nighttime shelter, food, and access to housing placement services. Last year 287 households comprised of 463 adults and 456 children accessed the Family Winter Shelter.

### ■ Daybreak Shelter Network

The Daybreak Shelter is a 15-bed shelter for homeless families that is open all year round. It operates through a network of 32 churches and synagogues. Peace Church of the Brethren is the site of the Daybreak Shelter's Day Center, which has shower and laundry facilities, computers with Internet access, and staffing to help homeless families find housing and employment. In FY 2013-14, the Daybreak Shelter served 33 households (59 adults and 59 children) for a total of 108 shelter guests.

### ■ Daybreak Shelter Network

Host congregations take weeklong turns providing families a safe and warm place to sleep. Supporting congregations provide meals for the shelter guests and volunteers who offer encouragement and support to families.

#### Host Congregations

- Ascension Catholic Church
- East County Church of Christ
- Faith United Methodist Church
- Gethsemane Lutheran Church
- Lents Gilbert Church of God
- Metro Church of Christ
- Rose City Park United Methodist Church
- Portland Community of Christ Church

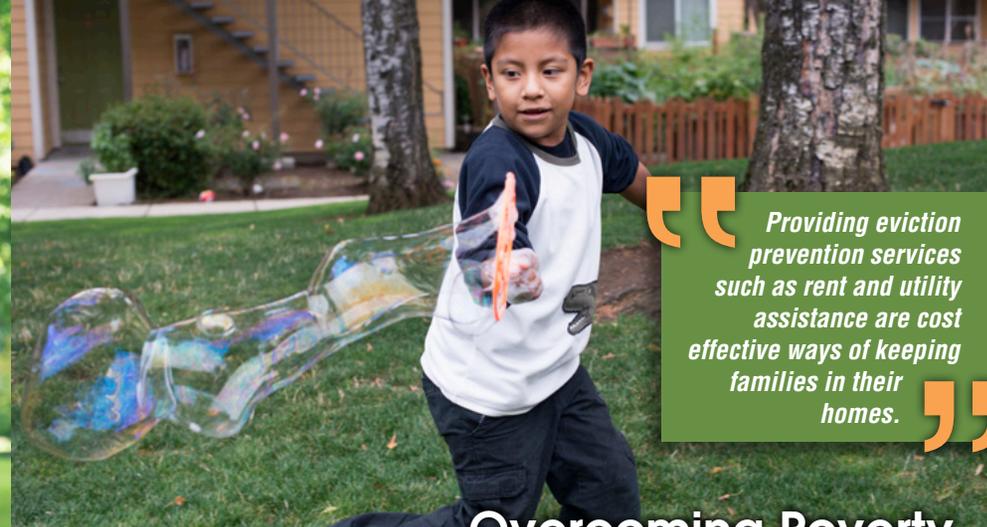
#### Supporting Congregations

- All Saints Catholic Church
- Beautiful Savior Lutheran Church
- Bennett Chapel United Methodist Church
- Cherry Park United Methodist Church
- Colonial Heights Presbyterian Church
- Covenant Presbyterian Church
- Eastrose Unitarian Universalist Fellowship
- Fremont United Methodist Church
- Gateway Baptist Church
- Gresham United Methodist Church
- Havurah Shalom
- Montavilla United Methodist Church
- Parkrose United Methodist Church
- Peace Church of the Brethren
- Portland Bible Church
- Sacred Heart Catholic Church
- St. Ignatius Catholic Church
- St. Michaels and All Angels Episcopal
- St. Philip Neri Catholic Church
- St. Timothy Lutheran Church
- Tongan Fellowship of the United Methodist Church
- Waverly Heights United Church of Christ
- Resurrection Lutheran Church
- East County Church of Christ

*By connecting homeless families with safe, permanent housing as quickly as possible and ensuring they have access to services to remain stably housed, achieving an end to family homelessness is possible.*



*The creation of productive employment opportunities is essential for achieving poverty reduction and sustainable economic and social development.*



*Providing eviction prevention services such as rent and utility assistance are cost effective ways of keeping families in their homes.*

## Employment & Economic Development Programs

### ■ Pathways to Success

The Pathways to Success Program is funded by the City of Portland and Worksystems Inc., to help low-income Portland residents obtain living wage employment. As a new program in FY 2013-14, Pathways to Success enrolled 88 participants, 58 of whom obtained jobs. The remaining 30 continued to receive services. Human Solutions partners with Self Enhancement Inc. on the Pathways to Success program to provide the same services in North Portland.

### ■ Living Solutions

Living Solutions is funded by the City of Gresham, and concentrates on serving Gresham job seekers with high barriers to obtaining living wage employment. Through Living Solutions, Human Solutions helped 61 individuals secure employment. As a group, the participants' average income at program entry was \$4,317. The group's average annual income jumped to \$19,233 upon employment – an average income increase of 345%. The result was an additional \$878,685 in expendable income for low-income Gresham residents and the Gresham economy.

### ■ CommunityWorks

CommunityWorks is a new consortium which provides a multi-cultural and individualized approach to helping low-income parents successfully transition off welfare and back into the workforce. The program is a partnership between Human Solutions, the International Refugee Community Organization (IRCO), Native American Youth and Family Center (NAYA), Catholic Charities El Programa Hispano, and the Urban League. Between the five partners referenced above, 1,728 individuals were served, of whom 1,033 were successfully placed into employment. The remaining 695 parents continued to receive individualized job placement services.

### ■ Microenterprise Services

Microenterprise Services is a partnership with Hacienda CDC to provide support services that help individuals grow their small businesses. Last year, seven small businesses, including three food carts, three cleaning companies, and an event planner, received business-related technical assistance. *(This program ran out of funding on April 30, 2014)*

## Overcoming Poverty

### ■ Utility Assistance

During 2013-14, 9,225 households received assistance, which benefited 28,607 individuals. Human Solutions' Energy Assistance program provides crucial services to low-income residents of East Portland and East Multnomah County by helping to pay for utility costs including electricity, gas, oil, propane, and water service. These services are imperative because many households are at risk of eviction if their utilities become disconnected.

### ■ Rent Assistance

This vital program provides emergency rental payments for households with short-term emergency needs. Rent Assistance through Human Solutions prevented eviction and homelessness for 387 households comprised of 562 adults and 864 children.

### ■ Anti-Poverty Education Classes

A total of 114 adults participated in one or more anti-poverty classes. Some of the more popular classes include:

**RentWell:** A certificate program for first-time renters and renters with damaged credit or negative housing histories. RentWell provides an incentive for landlords to rent to certified persons despite their past credit and/or housing problems.

**Computer Classes:** These classes provide basic education in general office software, resumes, typing, and internet usage. Training on spreadsheets and word processing is also available.

**English as a Second Language:** These classes focus on expanding English skills to increase wage earning potential.

### ..... Employment & Economic cont.

### ■ Department of Community Justice Workforce Development Program

This program provides services to individuals who have been identified by the court system. The program is a collaboration between, Worksystems Inc., SE Works, Central City Concern, Human Solutions, and Department of Community Justice. The vision for this partnership is creating a coordinated web of support to assist Department of Community Justice referred clients in their pursuit of self-sufficiency. Partners work together to ensure participants have the range of career coaching, training, housing and alcohol and drug treatment services they need. The goal is to assist program participants to find quality, living-wage employment.

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 Wilma F. Konkell  
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## Businesses

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 Adidas America, Inc.  
 Adventist Health  
 Affinity Property Management, LLC  
 All Insurance Services, Inc.  
 American Society of Interior Design  
 Ashland, Inc.  
 Balzer Painting, Inc.  
 Bank of America  
 Bjorklund & Montplaisir  
 Boeing  
 Bullard Law  
 Central Oregon Basalt Products, LLC  
 Classique Floors  
 Custom Touch Collision Care, Inc.  
 Dennis' 7 Dees  
 Dutch Bros. Coffee  
 Enterprise Community Investment, Inc.  
 Evren Northwest Family Care, Inc.  
 GB Pacific Construction, Inc.  
 Goodjames Consulting  
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 Kaiser Permanente  
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 Legacy Health Systems Foundation  
 Les Schwab Tire Center  
 McMenamin's Edgefield  
 Mekvold Quality Bookkeeping  
 Moda Health  
 Montgomery and Graham, Inc.  
 Mountain Lake Wellness, LLC  
 Neil Kelly  
 Netropole Inc.  
 ON Semiconductor Corporation  
 OnPoint Credit Union  
 Pacific Continental Bank  
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 Phillips Soil Products, Inc.  
 Pietka Consulting, Inc.  
 Portland General Electric  
 ProtoCall Services  
 R&H Colas Construction  
 Resolutions  
 Selectron Technologies  
 Scan123  
 Simnitt Nursery, LLC  
 Stack Architecture  
 Steven Fulmer, Inc.  
 The Event Group  
 The McAfee, Inc. Matching Gifts Program  
 Tonkon Torp LLP  
 Volunteers of America  
 Walden University  
 Walmart  
 Walsh Construction Co.

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Ameriprise Financial  
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 Oregon Community Foundation  
 Partners For A Hunger-Free Oregon  
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 The R.L.J. Erickson Family Charitable Fund  
 United Way of the Columbia-Willamette  
 Walters Family Foundation  
 Wells Fargo Foundation  
 Wessinger Foundation  
 Women's Care Foundation

## Contracts & Government Support

City of Gresham  
 City of Portland  
 Home Forward  
 Metropolitan Family Service  
 Multnomah County  
 Multnomah County Health Department  
 NW Natural Gas  
 Oregon Energy Services, Inc.  
 Oregon Housing & Community Services  
 Oregon Low Income Gas Assistance  
 Portland Development Commission  
 Rockwood Water People's Utility District  
 State of Oregon-Department of Human Services  
 United States Department of Housing and Urban Development

Thank You!

for your donations.



# Financials

Fiscal Year is from July 1 through June 30



**HumanSolutions**

Building Pathways Out of Poverty

## Annual Revenues

	FY14	FY13	FY12
Government grants & contracts	7,951,790	7,489,322	5,708,337
Private grants and contributions	605,673	554,339	686,196
Special events (net)	91,326	168,511	129,174
Rental income	2,486,097	2,037,884	1,878,30
Developer fees	200,000	454,500	581,009
Management fees	12,999	20,173	11,157
Program income	116,438	123,275	126,966
Interest income	58,796	27,492	50,881
Other income	227,809	243,660	116,632
<b>Total operating revenues and gains</b>	<b>11,632,302</b>	<b>10,993,077</b>	<b>9,288,653</b>

## Annual Expenses

Program Expenses:			
Property management	3,599,161	2,821,232	2,557,751
Social services	6,230,450	5,967,351	4,742,615
Housing development	141,505	155,511	162,216
Employment	765,007	617,764	510,284
Supporting Services:			
Management and general	1,096,643	1,090,559	1,007,170
Fundraising	242,835	227,995	217,567
<b>Total expenses</b>	<b>12,075,601</b>	<b>10,880,412</b>	<b>9,197,603</b>
Increase in net assets before non-operating transactions	(456,395)	112,665	91,050
Non-operating activities:			
Grants restricted to long-term investment in capital assets	343,469	3,000	438,284
Unrestricted grants	110,426	99,783	
Assignment and transfer of partnership interest			
Non-operating expense	2,311	(12,205)	(17,654)
Increase in net assets	510,121	203,243	511,680



HumanSolutions

Building Pathways Out of Poverty

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