



Family Outreach Community United Services, Toledo, Ohio

## 2010 Annual Report



*Heide and her family,  
reunited through FOCUS*



### SIX LIVES CHANGED, OUR COMMUNITY IMPACTED

Heide entered the FOCUS PSH program in August of 2010. At the time, she had been referred from Drug Court, in an attempt to make a new start. Drug Court was coordinating all the case planning for a variety of community agencies involved with Heide, including Lucas County Children Services, Unison mental health services, sobriety meetings, and others. Heide was at a crossroad in her life—she had to take appropriate steps to find stability for herself and her children, or she could find herself back in trouble.

Heide was referred to FOCUS for housing and case management services. Our first course of action was to stabilize Heide and her family by arranging housing for them. Once safely housed, she progressed quickly. In very short order, she moved forward to the next step of Drug Court. Equally encouraging, Heide began reaching out to her church for support and guidance in raising her children, and support for her through her attendance in the church's Freedom From Addiction class.

In addition to completing a domestic violence support program, Heide also participated in 12 step meetings and counseling. Her children are also receiving counseling and support to address their needs and to help them be successful in school.

In January of this year, Heide completed all Drug Court requirements and Children Services reunited Heide with her children. She is still experiencing breakthroughs in counseling and her children are participating in home based therapy.

Is life easy for Heide now? There will always be challenges. She admits that it takes a strong effort to raise her four children (her oldest son is a freshman at UT and lives on campus) after not having them in her custody for so long. However, Heide says that FOCUS has given her the life skills she needs to succeed through the challenges.

Heide now has no desire to use drugs. She is able to identify the isolating behaviors that hindered her ability to be an effective parent in the past. She is moving forward with her life - drug free and happy to have been given another chance to be a good parent to her children. Not just one life changed, but six! Another great FOCUS success story, and another example of the impact your support has on our community.

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# ENDING HOMELESSNESS . . . FOCUS!

## A Message from Kyle Grefe, Executive Director



A mother who found herself and her children without a home, seeking emergency shelter she never believed she would need, described the experience as having learned “the weightlessness of not belonging”.

As a nation of “joiners”, sports leagues, health clubs, religious organizations, civic groups, and Facebook, it’s very difficult to think about being disconnected, of not belonging.

So how does FOCUS work with the people who come through our doors? By making them join in, of course! We engage clients in assisting in their housing search, selecting their furniture and household items, and settling them into a life focused on their future. We continue the process by linking adults and children to resources they need so they have a better chance to succeed as they stabilize in so many ways, so they understand how much they belong to a community that cares about them.

FOCUS assisted 207 households to “belong” in 2010 as part of our housing programs, composed of 695 people! Another 1500 people were linked to food resources through our Front Door Ministry. As our PHAIR Project came to an end this year, we joined with many community partners to implement a similar model in the Homelessness Prevention and Rapid-Rehousing Program (HPRP) to prevent and end homelessness in our community.

FOCUS is doing its work very efficiently: our 2009 audit indicates that FOCUS uses 90% of its resources for direct client support. Best practice models consider efficient organizations to use up to 75% for direct support.

Thank you for your support this year. You made a difference through your time, talent, and treasure. Together, we belong to a community that is doing its part to end homelessness by touching the lives of many to let them know they are a part of us, that they belong.

### Special Thanks to the Dedicated FOCUS Staff

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You help FOCUS families create new lives through your generous gift.

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**Our Mission**

*Family Outreach Community United Services (FOCUS) is a faith-based agency called to embrace people in need, bring voice to the voiceless, and restore hope and dignity to the forgotten. FOCUS fosters the skills that enable people to gain control of their lives and their futures by providing the necessary steps to emerge from homelessness and poverty, and gain economic and social stability.*

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*In Memory of Mrs. Lorene Gunderson*  
 Ms. Kathleen Deanda

*In Memory of Ms. Charlotte Harris*  
 Mr. & Mrs. David Harris

*In Memory of Mr. Robert C. Hedler*  
 Ms. Virginia S.G. Bitzer

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*In Honor of Greta Ullman*  
 Mr. and Mrs. Paul Graham

*In Honor of Joni Zechman*  
 Ms. Karen Wabeke

*FOCUS works with the following agencies and groups to end homelessness in our community to end homelessness.*

- ♥ Advocates for Basic Legal Equality Budget Legislation Equality work group
- ♥ Buckeye Health Plan Community Meetings
- ♥ Coalition on Housing & Homelessness in Ohio
- ♥ Homeless Management Information System Advisory Committee
- ♥ Human Trafficking Coalition
- ♥ Life Skills classes for FOCUS, Cherry Street Mission, and Open Door, Adult Probation Department and Haven Homes
- ♥ Re-Entry Coalition of Northwest Ohio (RCNO)
- ♥ RCNO Housing Committee
- ♥ RCNO Resource Meetings
- ♥ Second Harvest Food Bank Ohio Benefit Bank
- ♥ Toledo Area Alliance to End Homelessness (TAAEH)
- ♥ Toledo Area Alliance to End Homelessness Case Manager Quarterly Meetings
- ♥ Toledo Lucas County Homelessness Board Community Engagement Committee
- ♥ Toledo Lucas County Homelessness Board Exhibit 1 Committee
- ♥ Toledo Public Schools Title 1 Program
- ♥ United Way Financial Stability Coalition



**Join us for the FOCUS Annual Meeting ~ Thursday, March 24, at 4:30 p.m. at Collingwood Presbyterian Church, corner of Floyd and Collingwood. Please contact Carolyn at 419.244.2175 to let us know you are attending.**

# 2010 Financial Information

## 2010 Statement of Revenue and Expenses - unaudited

### Revenue Notes

Government Grants: federal, state, and city sources.

Donation Sources: individuals, churches, local organizations, corporations, and member churches.

Other Income: rent from 13 apartment units owned by FOCUS, office rent and program fees.

### Income

Government Grants	\$1,652,607
Donations	\$157,223
Other Income	<u>\$132,494</u>
	\$1,942,324



### Expenses

Program Support	\$1,678,391
Management & General	\$171,088
Fundraising	<u>\$42,267</u>
	1,891,746
Net Gain/(Loss)	\$50,578

### Expense Notes

Program Support: case management, personnel costs, client rent and utility payments, client furniture and client transportation.

Management & General: office utilities and equipment, administrative personnel costs, repairs and maintenance, general supplies, audit and insurance not part of program support.

Fundraising: dedicated part-time development manager, development activities, and events.

### INDUSTRY AVERAGES

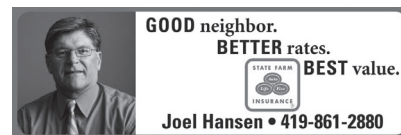
Donations and Grants: FOCUS: 93.2% vs. 85.1%

Management Expenses: FOCUS: 9% vs. 9.7%

Program Support Expenses: FOCUS: 88.3% vs. 84.4%

Fundraising Expenses: FOCUS: 2.2% vs. 6.3%

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Masterpiece  
FINANCIAL SERVICES

# 2010 BY THE NUMBERS

FOCUS served many more people than we proposed in our requests for funding in 2010. Is that good news or bad news? It's good news for those people who were served and stabilized in housing. But, it means that we stretched both human and financial resources very tightly. It also indicates that the numbers of homeless families and individuals has continued to increase in our community as 2010 remained a dismal year for our local economy.

Our case management team excels in the work they do, and it shows in the numbers of families who retain their housing and income for a minimum of six months post program. We saw that almost

80% of our families remained stable after leaving FOCUS after six months. Of course, numbers cannot convey the life-changing stories of success we see each and every day.

## Our Programs

Steps to Home Programs Transitional Housing (TH) and Permanent Supportive Housing (PSH) Programs are supervised by Mary Jo Briceno and staffed by a team of nine case managers, a housing specialist, a Life Skills facilitator, and an intake specialist.

TH program participants are provided housing, case management, and support for up to 18 months depending on the goals identified in their

self-sufficiency plan. PSH participants qualify for housing and services based on federal guidelines for individuals with disabling conditions; there is no time limit for this program.

## PHAIR and HPRP

Our PHAIR Program (Preventing Homelessness and Integrating Resources) ended this year. It was a time-limited pilot project that was no longer eligible for funding. It's replacement, which reaches farther out into the community, is the Homelessness Prevention and Rapid Re-Housing Program (HPRP), funded under federal stimulus funds. FOCUS participates in this program by providing Case Management Coordination and Supervision and a Housing Specialist who assists with landlord tenant issues, leasing, and advocacy.

## Front Door Ministries

Providing emergency food and service referrals is a core part of what FOCUS does. Every day people call or visit our organization requesting assistance for a variety of needs. Our staff distributes vouchers for local food banks and links people with services to meet their needs.

Our Front Door Ministry is affiliated with the Ohio Benefit Bank (OBB). It links people to real time resources and applications for assistance, including Social Security and food stamps. Through the OBB we also assist households in preparing and submitting tax forms so more families can take advantage of the Earned Income Tax Credit.



## Participants Served

TH & PSH	2010	2009	2008
# Households	113	119	102
# Children	188	209	181
# Adults	109	134	112
# People	297	343	293

PHAIR	2010	2009	2008
# Households	93*	107	94

\*The PHAIR Program ended Oct. 31, 2010.

## FRONT DOOR MINISTRIES\*

	2010	2009
Phone Contacts	9,993	12,034
Walk-in Requests	1,779	2,026
Food Referrals	1,507	1,800
Benefit Bank (households)	49	39
<b>Total</b>	<b>13,279</b>	<b>15,860</b>

[www.focustoledo.org](http://www.focustoledo.org)



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## FOCUS

Family Outreach Community United Services  
2283 Ashland Ave.  
Toledo, OH 43620

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## FOCUS Spring Luncheon

**Spring Luncheon Brings an Opportunity  
to Get the Full FOCUS Picture**

Wednesday, May 18, 2011  
Noon – 1:00 p.m.

Our Spring Luncheon is a no-ticket event. Tables for nine can be purchased in whole, or individually through table captains. The event will include lunch, a presentation on the many recent accomplishments of FOCUS, two FOCUS client testimonial talks, and an opportunity to give toward the work of FOCUS. The event takes place at the **Park Inn, Grand Ballroom, 101 North Summit Street, Toledo, Ohio**. Parking is FREE at the Seagate Garage. For more information contact Janet Fehlen at [jchapman7@msn.com](mailto:jchapman7@msn.com) or 419.304.0613 **HURRY!** We expect another full house! Last year's luncheon was a huge success, generating a net contribution to our organization of \$30,000!