



# OUR HOUSE

## Annual Report 2019



Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community.



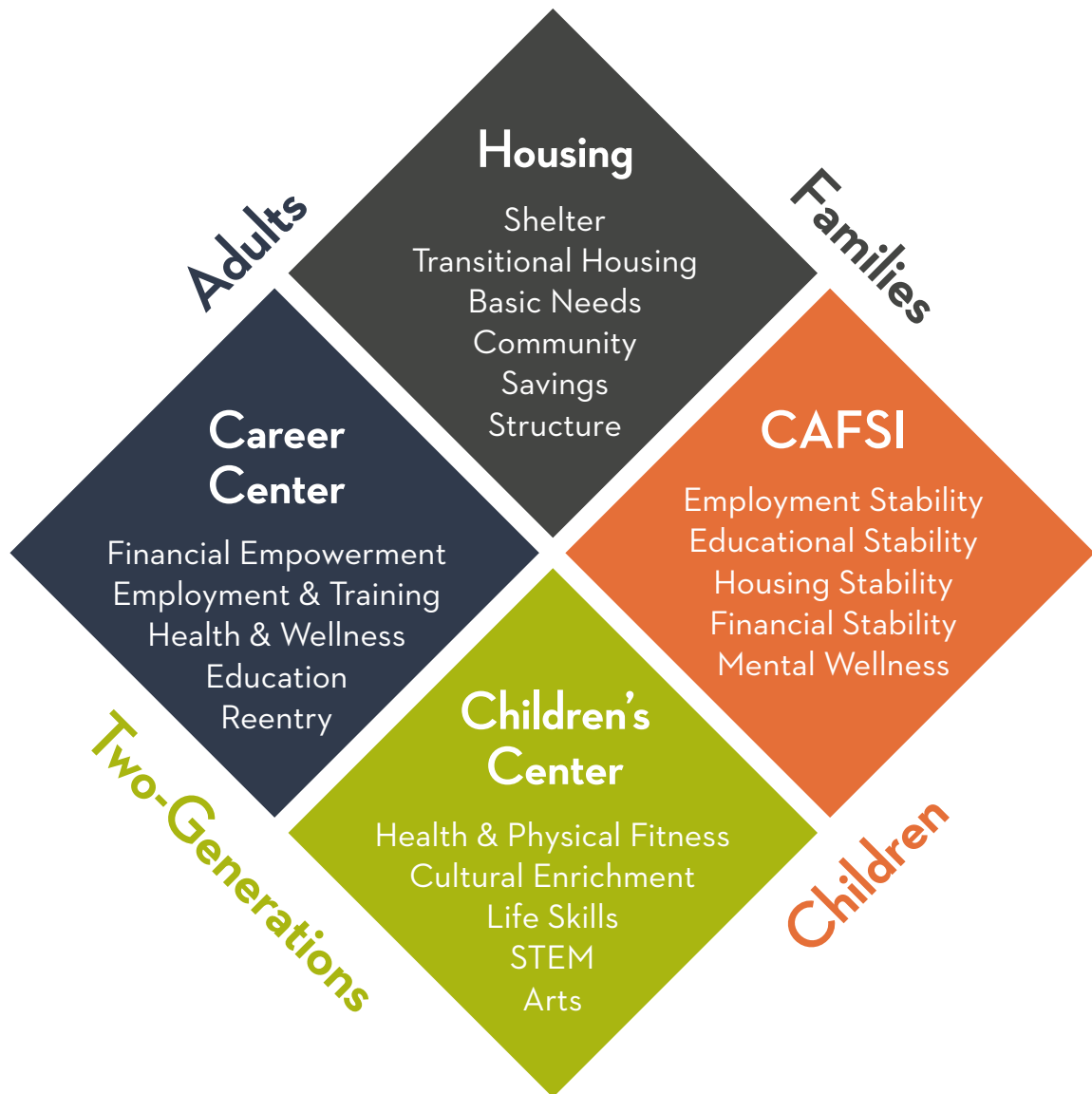
Ben Goodwin, Executive Director

The fundamental mission of Our House has always been the same—to build a pathway out of homelessness for families and individuals in central Arkansas. But over the 32 years we’ve been at it, we’ve learned more and more about what it really takes to achieve this mission, and we’ve grown and strengthened our programs accordingly. In the process, we’ve learned that when you go the extra mile to meet the holistic needs of families, the impact is life-changing, as I hope you’ll see in the following pages. Unfortunately, we have also learned that the need for our services is not going away, and in fact seems to be growing. In the month of November 2019 alone, 463 people tried to check in our Shelter

but couldn’t, because all of our beds were full. We are already in the process of expanding our programs, and in fact we increased our total clients served by more than 50% in the last year alone. We are working hard to expand and improve even more in 2020, with plans for a capital campaign to expand all of our services including housing for families, exciting partnerships that are bringing on-site health services to our adults and children, and much more.

Our ability to achieve this growth and continue having a transformational impact in the lives of homeless and near-homeless families wouldn’t be possible without the steadfast support of our community. Even after 10 years here at Our House, I am still inspired and humbled by the generosity and heart for service that I see people from all walks of life contribute daily in support of Our House and the families we serve. Thank you for being a part of this important work.

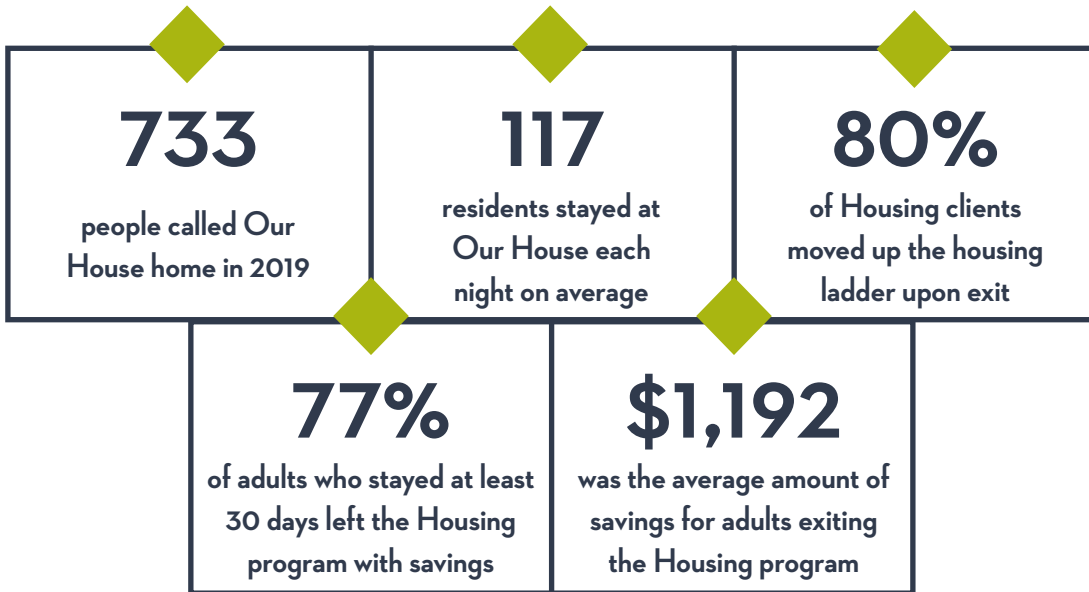




The Two-Generation Approach at Our House is represented by our comprehensive programs which seek to serve everyone in the family. We believe that for a family to permanently escape homelessness and poverty, the needs of parents, children, and the family as a whole must be addressed in a coordinated way.

# Housing

Housing is Our House’s longest-running program, providing a home to over 120 men, women, and children each night in the Shelter and the Family House. Our Housing Programs are distinguished by our simple and straightforward eligibility criteria: they are open to anyone who is willing and able to work a full-time job. Residents are required to find and keep full-time employment, save 75% of their earnings, and actively participate in our empowerment programs.



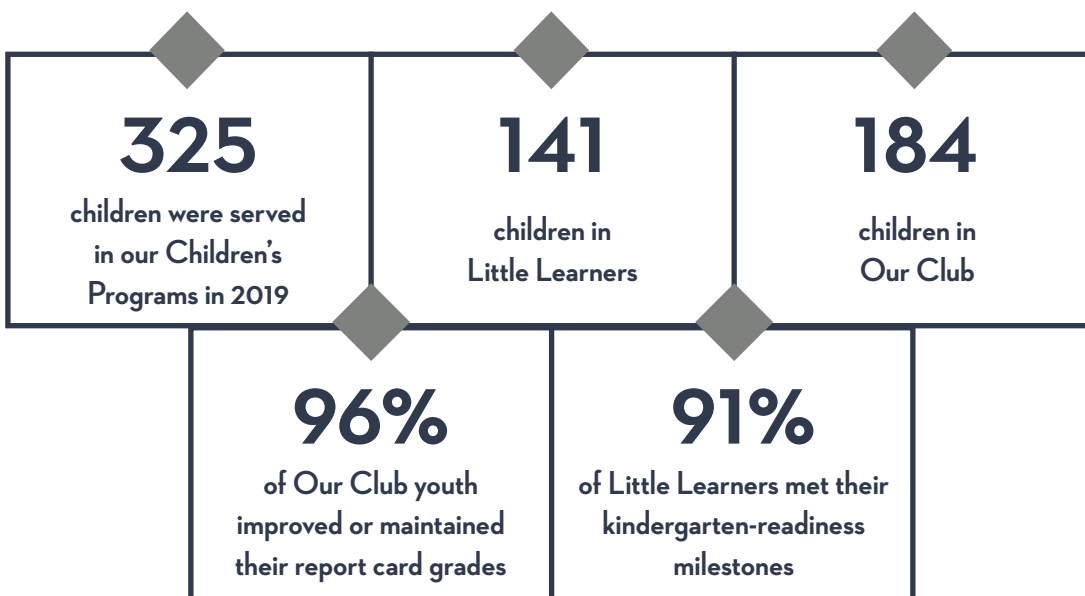
## Crystal

During Crystal’s six month stay in our Shelter, she found security in her job, her finances, and finally, her housing. Crystal utilized our Career Center to gain reliable employment at UAMS and worked with a financial coach on campus to learn how to save and get ahead on some past debts. Crystal also focused on maintaining a well-rounded lifestyle by attending a variety of health and wellness classes. Feeling prepared and proud of these accomplishments, Crystal confidently transitioned to her own apartment with her children in 2019.

# Children's Programs



Made up of Our Club, an out-of-school-time program, and Little Learners, an early childhood development center, our Children's Programs have the highest possible quality rating in the state of Arkansas. Our Children's Programs provide a safe, secure, and enriching learning experience for children and youth in our Housing Programs, our homelessness prevention program, children living in other shelters in central Arkansas, and children from the local community.



## Rayshaun



Rayshaun began the year struggling academically, with three Ds on his report card, but with high aspirations to improve. Through daily homework help and individual tutoring, Rayshaun finished the year with As and Bs, greatly improving his math skills and excelling with his school science fair project—testing which batteries last the longest. Rayshaun's Our Club teacher sees him as a great example of perseverance as he worked hard to improve his grades, all while staying dedicated to playing on the Our Club basketball team.

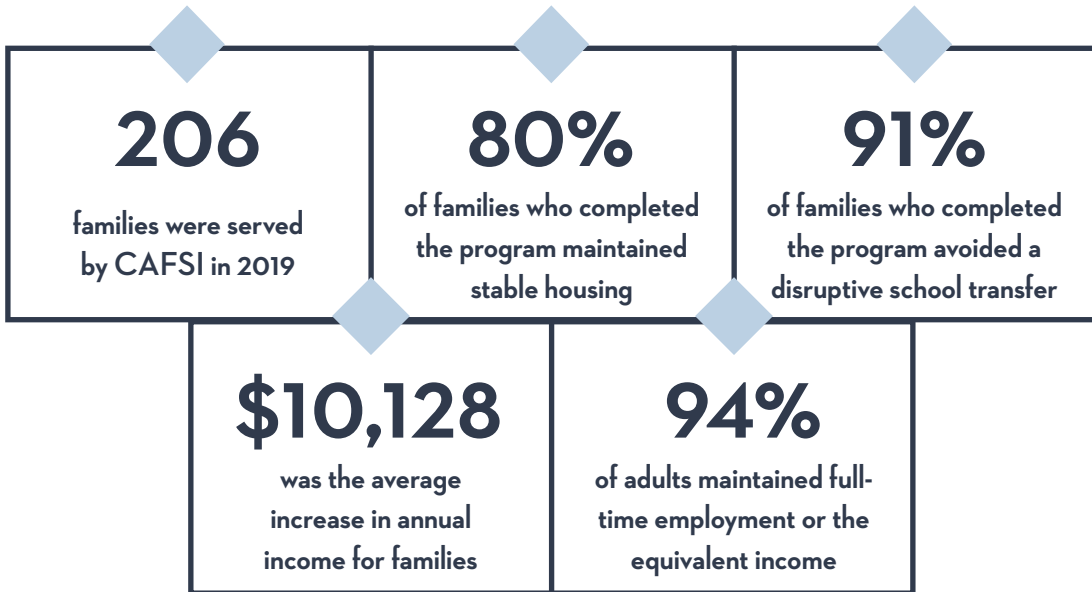
Finding and maintaining fulfilling employment is the cornerstone of our approach to helping families and individuals overcome homelessness. Open to the public, the Career Center offers education, employment & training, health & wellness, and financial empowerment services. Through job training classes, one-on-one employment coaching, and access to our employer alliance, we are able to equip clients with the skills and confidence they need to increase their hire-ability.



## David

Working with an Employment Coach in the Career Center, David finished his resume on his first day on campus and shortly after obtained employment at Edwards Cash Saver. David received transportation assistance while job searching and attended many Career Center classes like banking basics and tenants' rights. A Reentry Case Manager helped him navigate legal barriers to employment and complete community service hours. David still maintains employment at Edwards, and he uses the Career Center to access computers and other support!

CAFSI, the Central Arkansas Family Stability Institute, coordinates all of the services we provide to families. For up to two years, families enrolled in CAFSI work closely with a dedicated case manager to maintain stability in employment, education, housing, finances, and mental health. In 2018, thanks to a partnership with UAMS, we were able to double our capacity to serve single mothers facing mental health issues who have children in the home under five years old.



## Laquita



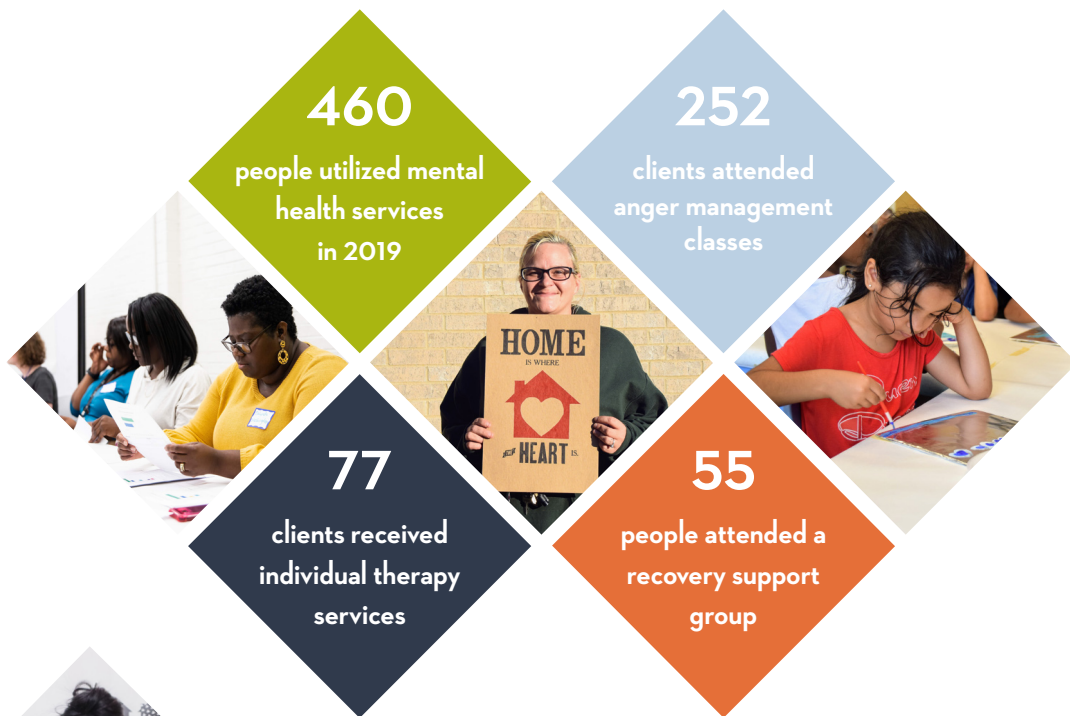
Laquita enrolled in CAFSI during a brief stay in the Shelter last year. Working with her case manager, Laquita found and still maintains stable housing. During her first eight months in the program, Laquita got her driver's license reinstated and secured a vehicle which has led to greater stability in her job and a higher income. Laquita's three children remain enrolled in the Children's Center, and she joined our new Home Together program with UAMS, connecting her family to needed mental health services.



# Mental Health



In the past year, we've begun building our own, internal capacity to meet the mental health needs of our clients overcoming the trauma that homelessness and extreme poverty brings. Our mental health team now includes three full-time professionals and a group of social work interns who provide barrier-free, on-site individual, family, and group therapies, while also offering a variety of mental health-focused classes, recovery services, and community referrals.



## Shayla

Shayla and her three children found stability through Our House's CAFSI program after postpartum depression prevented her from keeping consistent employment and housing. At Our House, Shayla found empowerment through one-on-one counseling clinic hours and found community in a women's support group. Shayla attended parenting classes that gave her the skills she needed to lead her family to reliable housing. Because of her determination to succeed, Shayla was named Our House's Resilient Family of the Year winner in 2019.



National Service members of all ages and backgrounds give anywhere from ten weeks to a year of service at Our House, building capacity in our programs or working hands-on with youth and adult clients. These dedicated service members are integral to the Our House team, and we've expanded the reach of our National Service program even further this year by supervising and recruiting VISTA members for other local organizations serving families in need.



## Sierra



Sierra is serving her second term as the Community Engagement VISTA, overseeing all of the social media, marketing, web, and print materials for the campus (including this report). As a VISTA, Sierra has found many ways to grow her professional skillset, and she decided to continue her term to gain more valuable work experience. During her terms, Sierra has developed the Our House social media presence and brand and conducted successful online fundraising campaigns. Sierra enjoys the comradery of the VISTA community both nationally and at Our House!

# Community Support



Since our beginning over 30 years ago we have continually relied on the support of the community as we grow our programs, expand our campus, and increase the number of clients we serve. Our community partners are pivotal to our success. Community members engage with Our House in various ways including meal service, employing or renting to clients, teaching classes in the Career Center, providing childcare, mentoring our youth, and contributing in-kind donations.



## Ethan

Ethan grew up in a community-service minded family, so as soon as he got his own car his Junior year of high school he began looking for a community service project. A lover of Ping Pong, Ethan wanted to bring his skills to those who might not have access to materials or teachers. Ethan brought his own table to Our Club over Christmas break and established a Ping Pong program for nearly eighteen months before departing for college. Ethan loved developing friendships with the students he taught and seeing the big impact that small acts of kindness can bring.

# Resale Store



From Our House to Yours Resale Stores are the hub for all donations that our clients receive. With two locations in central Arkansas, proceeds from sold items support Our House programs and also provide a paid employment training program through the Department of Workforce Services, giving our clients valuable on-the-job experience. Unusable items are sustainably sourced to be reused, and unsold items are sent to thirteen underdeveloped countries.



## Michael



Michael completed job training programs on and off campus during his almost two-year stay at the Shelter. After working in the guard shack for six months, Michael took his contagious, positive personality to work at the Resale Stores. During his nine-month term, Michael exceeded the expectations of his managers, developing strong customer service and leadership skills and becoming a mentor to other job trainees. Michael used his savings and workplace knowledge to exit homelessness, moving his family into their own apartment and securing full-time employment.

## Board of Directors

2019 - 2020



Judy Adams, *President*  
Scott Irby, *Vice President*  
Mason Miller, *Treasurer*  
Alex Thomas, *Secretary*  
Joe Courtright, *Executive Member*



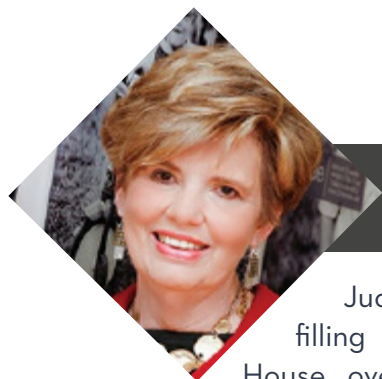
Toni Agnew  
Brenda Anthony  
Mary Gresham Barr  
T.J. Boyle  
Sharon Denery  
Ted Dickey  
Bill Dillard III



Maria Furcron  
Eliza Gaines  
Dathan Gaskill  
Diane Gilleland  
Tim Griffin  
David Gutierrez



Hamid Habibi  
Andrea Lewis  
Dustin McDaniel  
Creshelle Nash  
Patty Opitz  
Katie Stephens  
Matt Summitt



## Judy

Judy has served on the Board of Directors for six years now, filling the role President this year. Judy started working with Our House over thirteen years ago when the Executive Director personally came into her store to pick up leftover merchandise to bring to our campus. Judy stayed involved after getting to know the wonderful youth in our Children's Programs and continuously seeing the success stories of residents, even hosting dinners at her home where clients could share their success with future partners.

# Highlights



## Mentorship

We successfully expanded our mentorship program to include both boys and girls in our after-school program. Community mentors commit to spending four hours a month for one year with their mentee.



## On-the-Job Training

Through a partnership with the Arkansas Department of Workforce Services and the Little Rock Workforce Development Board, we now employ 45 of our clients in nine-month, full-time, paid work training positions.



## Accountability

According to the national nonprofit quality rating agency, Charity Navigator, we have the highest overall rating for financial transparency and accountability in the state of Arkansas.



## Health Care

Through partnerships with Arkansas Children's Hospital and ARCare, we now host weekly on-site, easy-access medical clinics for both children and adults to receive quality health care.



## Financial Empowerment

Partnering with First Security Bank, we've expanded our Financial Empowerment series to include weekly classes and one-on-one budgeting, while also providing easy access to BankOn Arkansas certified accounts.



## Feedback

We continue to be recognized for our process of incorporating feedback from our clients, with recent stories in the Chronicle of Philanthropy, Stanford Social Innovation Review, and the Harvard Business Review.

In the past decade, Our House has experienced tremendous growth in programs, staffing, and number of clients served. To continue on this path of growth, our team has identified the key strategies that are integral to Our House in achieving its mission. The latest Strategic Plan identified six key themes as areas of focus that will be particularly important to Our House's success in the next five years: *Housing, Mental Health, Expansion into New Communities, Community Leadership, Public Policy, and Earned Income.*

- ◆ Explore opportunities to expand and improve our **Housing** programs to better meet the needs of homeless families.
- ◆ Seek out opportunities to expand Our House's capacity to meet the **mental health** needs of our clients.
- ◆ Develop a comprehensive campus master plan to accommodate the growth and **expansion** of Our House programs.
- ◆ In evaluating opportunities to form partnerships or play a **community leadership** role, staff should prioritize opportunities that create clear benefits to Our House clients and programs.
- ◆ Empower our clients to make their voice heard by **policymakers** on issues of importance to them.
- ◆ Cautiously pursue new **earned income** opportunities provided they have a clear, positive impact on our mission.

To view our full strategic plan, visit [ourhouseshelter.org/strategicplan](http://ourhouseshelter.org/strategicplan)



# Guiding Principles



Last year, we introduced the seven Our House Guiding Principles. Inspired by our mission and strategic plan, these principles serve as guidelines to which we hold ourselves accountable.

-  **COMMUNITY** We build relationships and communicate with all kinds of people and value everyone's diverse experiences, perspectives, and contributions.
-  **HARD WORK** We go above and beyond to achieve a challenging mission that requires our utmost focus, tenacity, and determination.
-  **HEART** We stay true to the mission of Our House and act with love and concern for all people.
-  **INITIATIVE** We meet challenges head on, embrace change, and seize new opportunities. When leadership is needed or a problem needs solving, we rise to the occasion.
-  **INTEGRITY** We are honest and ethical in our words and actions. We are accountable to each other, to our community, and to those we serve.
-  **SAFETY** We proactively take responsibility for our own safety and the safety of the people around us.
-  **WISE DECISION-MAKING** We take the important decisions we make every day seriously. We seek input and expertise, keep an open mind, and support others as they make decisions.

All statistics in this report based on Fiscal Year 2019 numbers.





## Our House

**Physical Address:**  
302 E. Roosevelt Road  
Little Rock, AR 72206

**Mailing Address:**  
P.O. Box 34155  
Little Rock, AR 72203

**Phone:** 501-374-7383  
**Fax:** 501-374-9611  
ourhouseshelter.org



## From Our House to Yours *Resale Stores & Donation Center*

4653 JFK Blvd.  
North Little Rock, AR 72116  
(501) 374-7383 ext. 401

8609 W. Markham St. #1  
Little Rock, AR 72205  
(501) 374-7383 ext. 408

**Hours:**  
Tuesday - Saturday  
10:00am - 6:00pm

   @ourhouseshelter