



# WINTER RELIEF REPORT

## 2012 – 2013 SEASON

On October 8, 2012, the Arundel House of Hope Day Center opened its doors to welcome the first guests of the Winter Relief program for our 21<sup>st</sup> shelter season. Six months have passed since then. This season of Winter Relief has been unique for many reasons, has brought many challenges, and even more successes.

In cooperation with the City of Annapolis and the Annapolis Lighthouse Shelter, a third Winter Relief site was opened. This third site served as emergency shelter for many of Annapolis residents in need. In addition to adding a geographical location, many new facilities signed on to host our guests, including a Jewish Temple based in Arnold, Temple Beth Shalom. In total, almost 65 facilities participated in Winter Relief this season. The Arundel House of Hope Winter Relief Database, custom built for this year's shelter season, managed the personal information of 339 clients, and handled simultaneous, web-based check-in operations in both Glen Burnie and Annapolis.

In opening a third location, the data for this report is slightly different from years past. Trends that had been reliable were slightly altered, and numbers both increased, and decreased. Additionally, the duration of guests' stays increased this season. Finally, this report will be slightly inaccurate due to partially missing information from the Annapolis site.

A heart-felt **THANK-YOU** to the partners of Winter Relief 2012 – 2013:

Abundant Life	First Presbyterian	Pasadena UMC
Annapolis EP	GB UMC	Peace
Ark & Dove	Gloria Dei	Riva Trace
Arundel Christian	Good Shepard	SEAS
Asbury (Arnold)	Harundale	Severn Christian
Asbury Broadneck	Holy Family	Severn Run
Asbury TownNeck	Holy Trinity	SP UMC
Bay Ridge Christian	Jenkins Memorial	St. Andrews (Pas.)
Broadneck Baptist	John Wesley	St. Andrews bt Bay
Calvary	Lake Shore	St. Bernadette
Calvary UM	Linthicum Hghts	St. Christopher's
CCF	Magothy	St. Joseph
Community	Mount Zion UMC	St. Martins
Crucifixion	Mt. Zion (Pasdn.)	St. Mary's of Annapolis
Eastport	Nichols Bethel	St. Paul's
Emmaus Center	OLC	Temple Beth Shalom
Faith Baptist	OLF	The Lighthouse Shelter
Ferndale UMC	Our Redeemer	Trinity UMC
First Baptist of Edgewater	Our Shepard	Woods Memorial
	Pasadena Assembly of God	

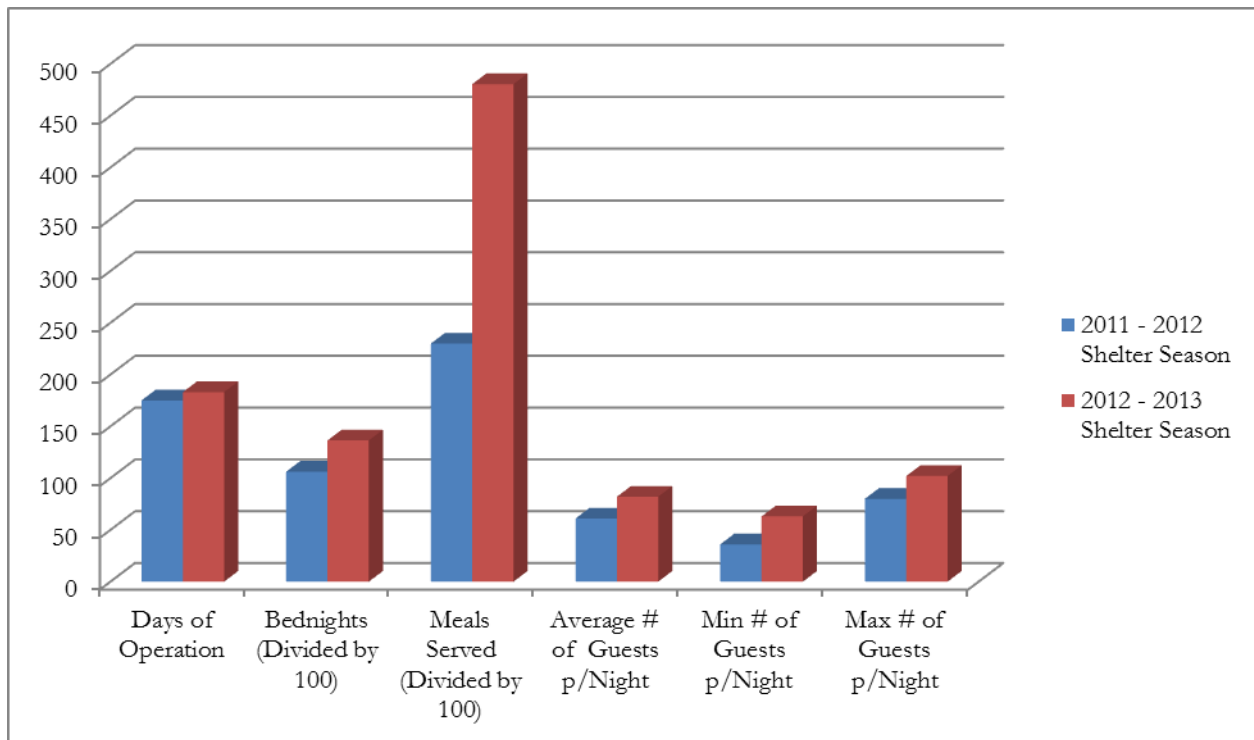
# THE BIG PICTURE

In looking at the big picture, many things seem familiar. The monthly numbers are roughly familiar to years past. Numbers are low in the beginning and end of the season, and mid to late winter is when the shelter is most full. The number of days the Winter Relief shelter was open is displayed below.

Days of Operation (Glen Burnie)	183
Days of Operation (Annapolis)	101

The following table and graph compare the 2011-2012 shelter season to this year's season. Nearly across the board, this year produced record numbers.

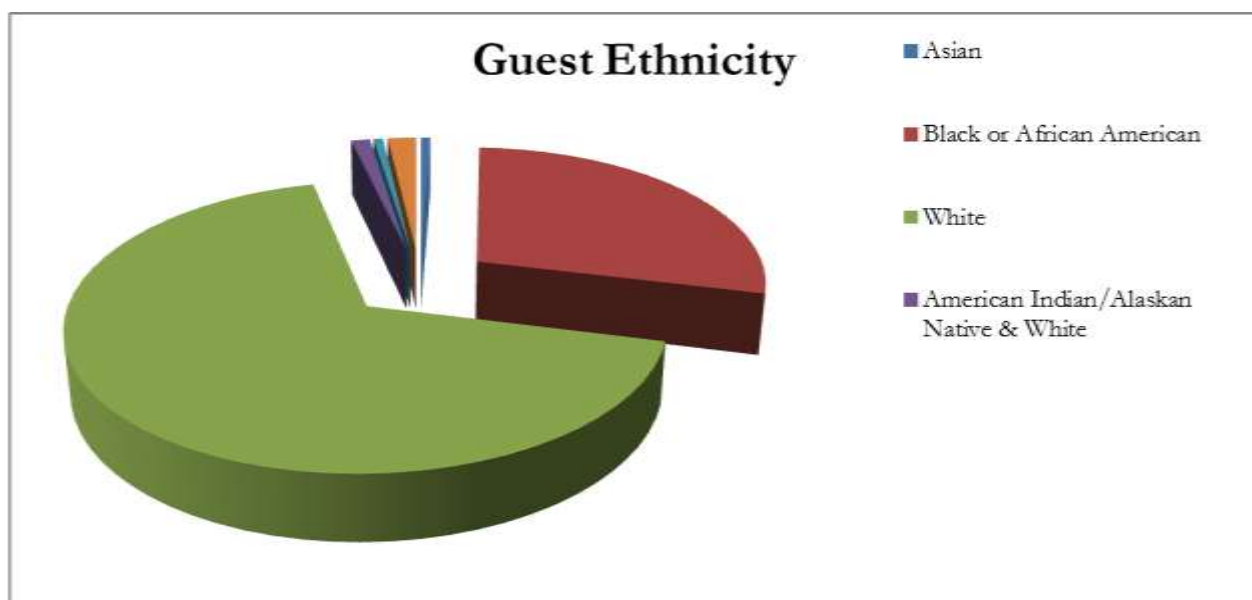
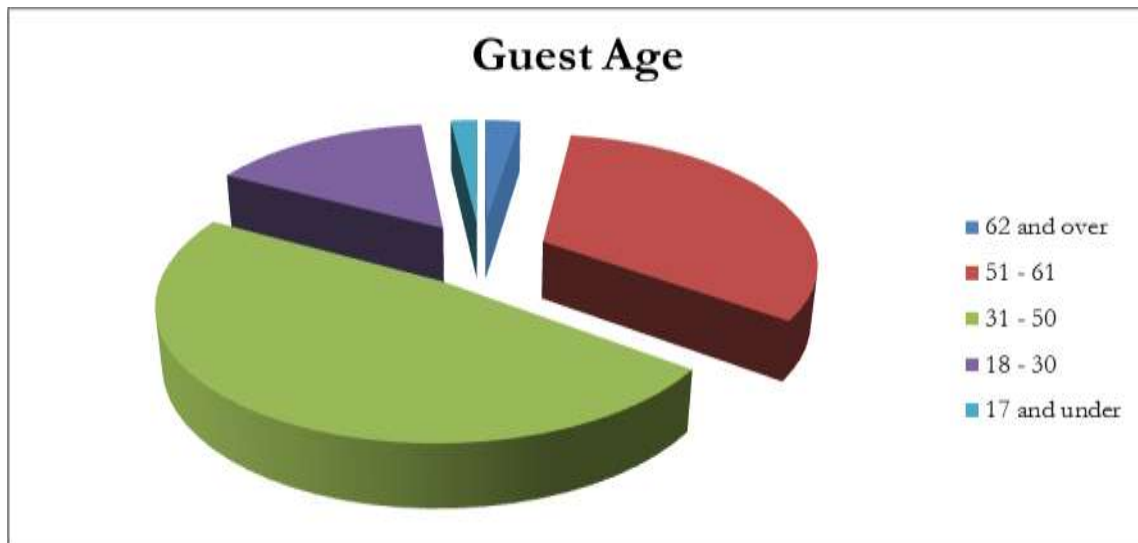
	2011 - 2012 Shelter Season	2012 - 2013 Shelter Season	Percent Increase
Days of Operation	175	183	4%
Bed-Nights (Graph shows #/100)	10,621	13,637	22%
Meals Served (Graph shows #/100)	22,992	48,041	52%
Average # of Guests p/Night	61	82	26%
Min # of Guests p/Night	36	63	43%
Max # of Guests p/Night	80	102	22%



# WHO DID WE SERVE

This year produced a similar pattern of guests served. The guests came to our shelter from incredibly fragile and poor situations, but situations that fit patterns from previous years. Information on this year's guests is contained below.

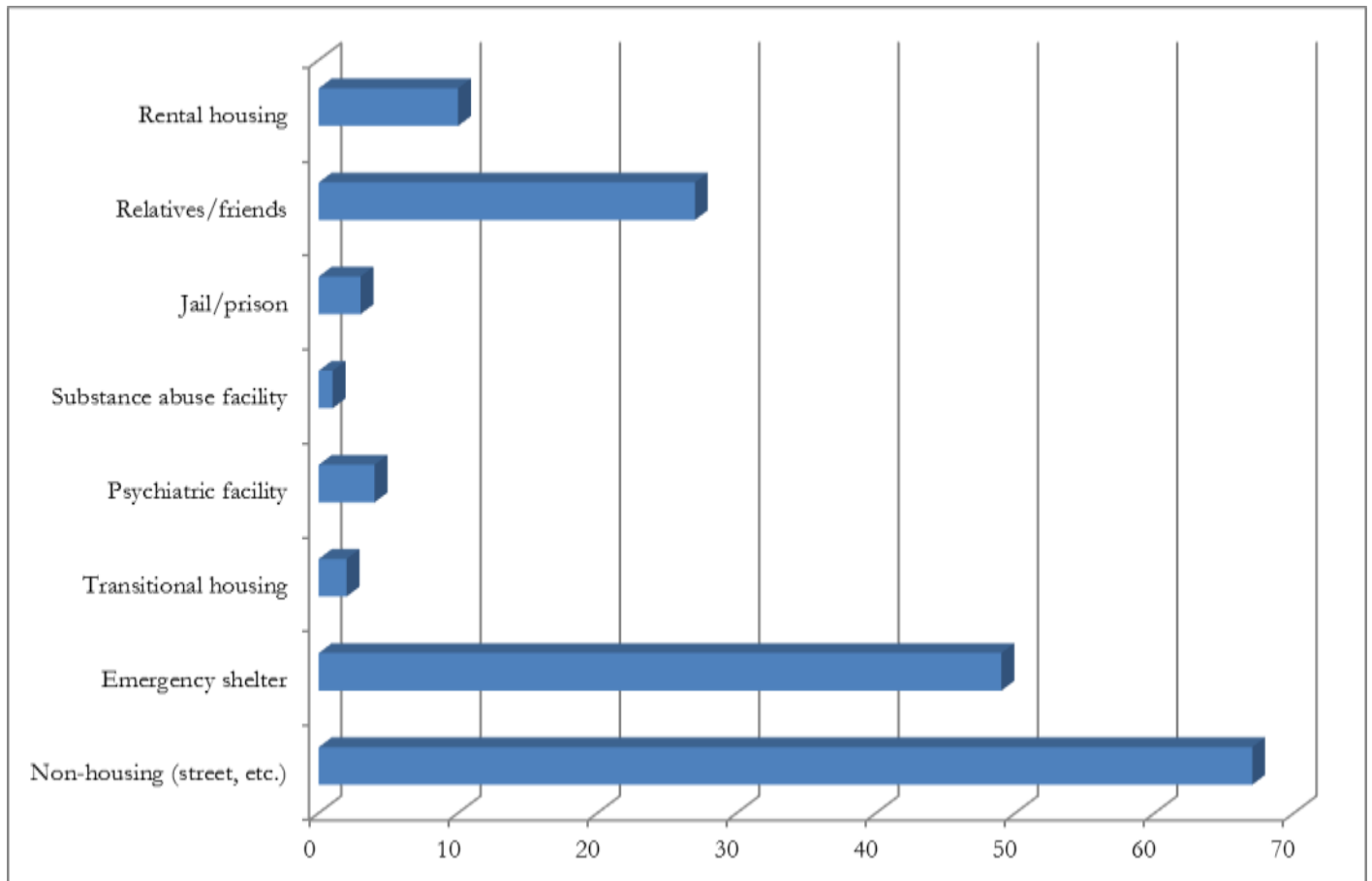
Age of Guests	Total #	Male	Female
62 and over	4	4	0
51 - 61	53	36	17
31 - 50	78	66	12
18 - 30	25	17	8
17 and under	3	3	0
<b>Total</b>	<b>163</b>	<b>126</b>	<b>37</b>



# FROM WHERE DID OUR GUESTS COME TO US

When sheltering, it is important to be aware of the previous living situations of our guests. This gives us a sense of where our community's need is, and where we should focus our work. The following table and graph show the various residential and survival strategies of our guests.

<b>Prior Living Situation</b>	
Non-housing (street, etc.)	67
Emergency shelter	49
Transitional housing	2
Psychiatric facility	4
Substance abuse facility	1
Jail/prison	3
Relatives/friends	27
Rental housing	10

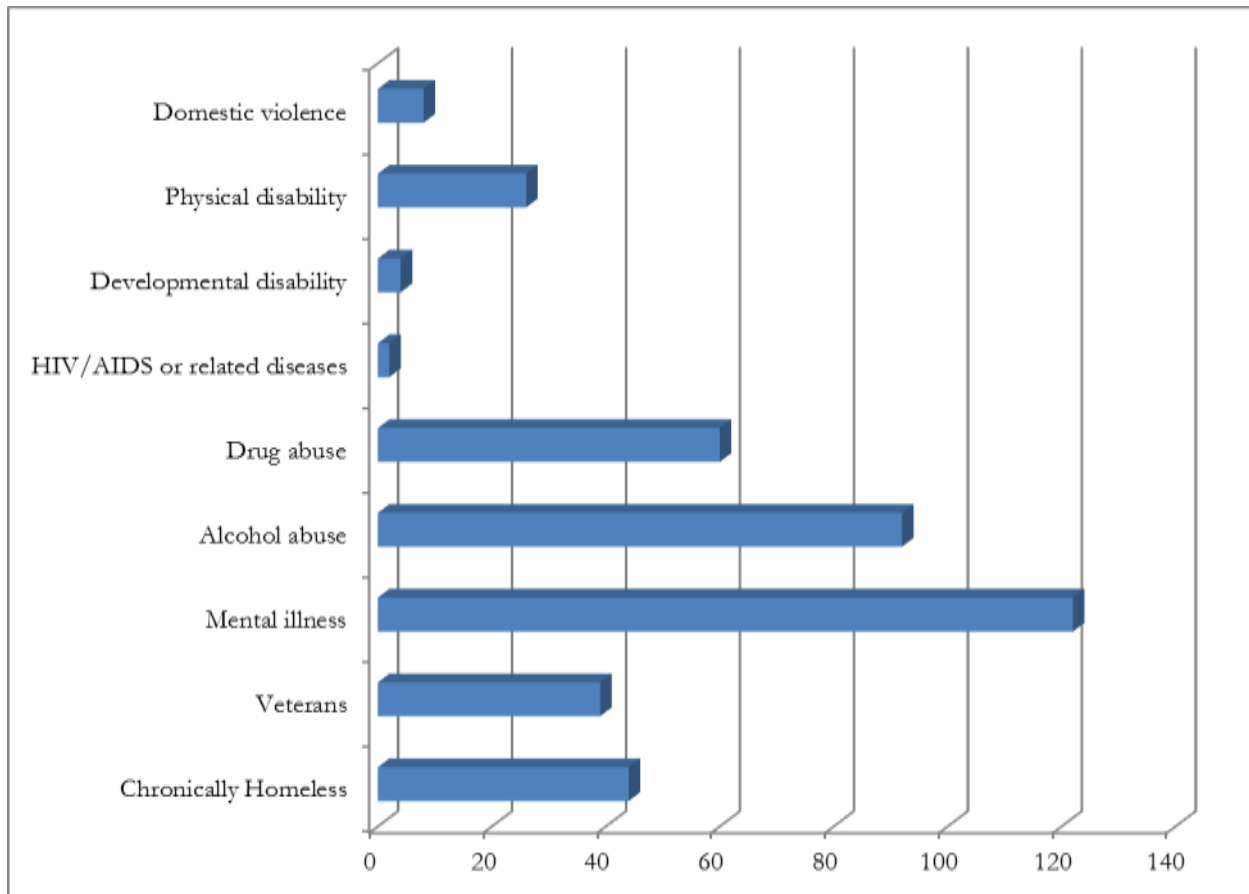


# THE SITUATION OF OUR GUESTS' LIVES

Just as our guests come from various situations, they bring with them concerns, difficulties, challenges, and areas for growth. The following graph shows what concerns our guests brought with them to Winter Relief.

Shelter Guest Social Situation		% of Guests
Total Guest Number	163	100%
Chronically Homeless	44	27%
Veterans	39	24%
Mental illness	122	75%
Alcohol abuse	92	56%
Drug abuse	60	37%
HIV/AIDS or related diseases	2	1%
Developmental disability	4	2%
Physical disability	26	16%
Domestic violence	8	5%

NOTE: This table does not account for co-occurring disorders as a separate count



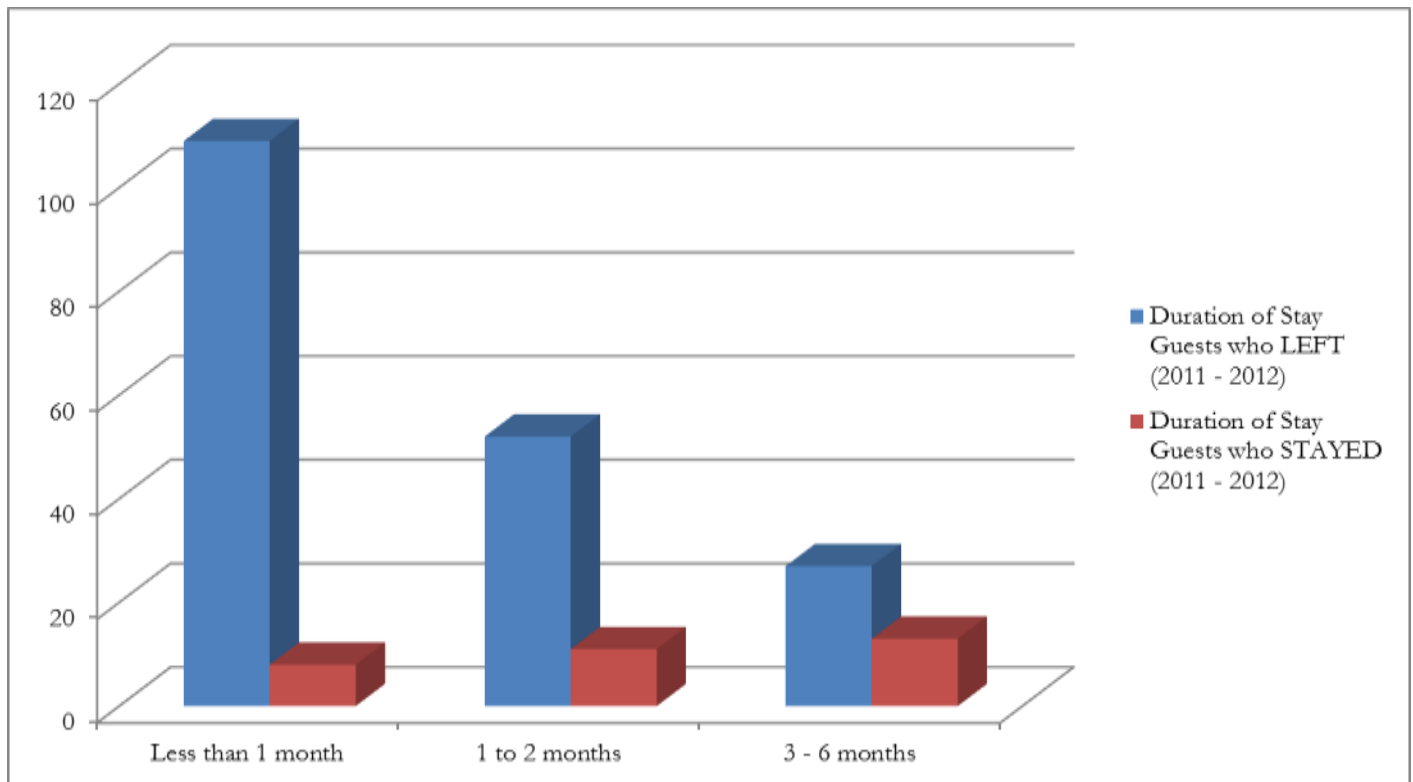
# THE DIFFERENCE

Across the board, this shelter season broke records. We were over capacity more nights, more meals were served, our bed nights skyrocketed, and more information on our guests was captured than ever before. This makes the difference between this season and last season puzzling. While our numbers were higher, the unique number of individuals served was smaller than the number of unique individuals served last year.

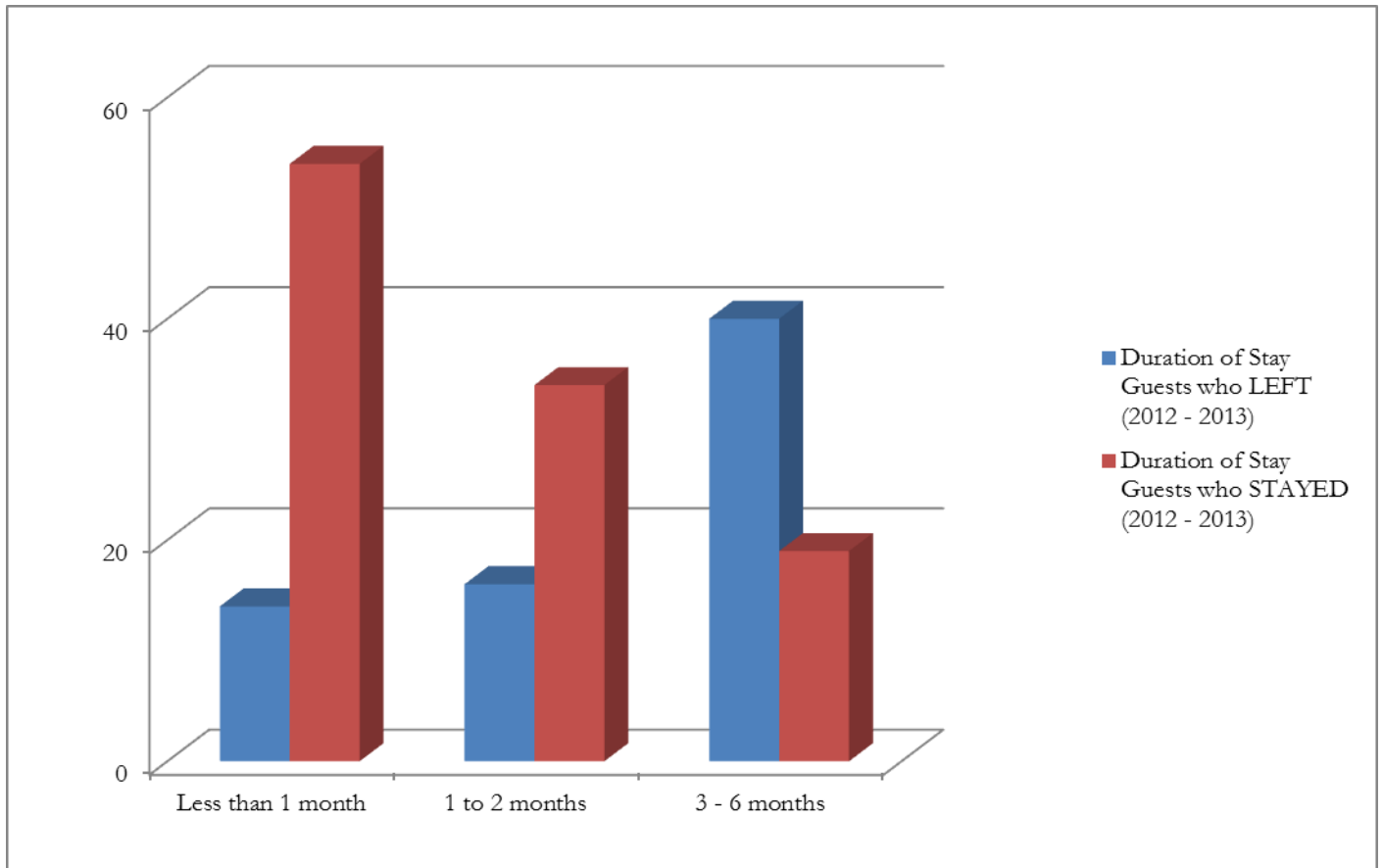
	2011 - 2012 Shelter Season	2012 - 2013 Shelter Season
Number of Guests	229	163

The question then is, if we served fewer individuals, how were we so often above capacity? The answer can be found when we ask the question “How long did guests stay?” What is noticeable is the duration of stay per guest is much higher this season than in seasons past.

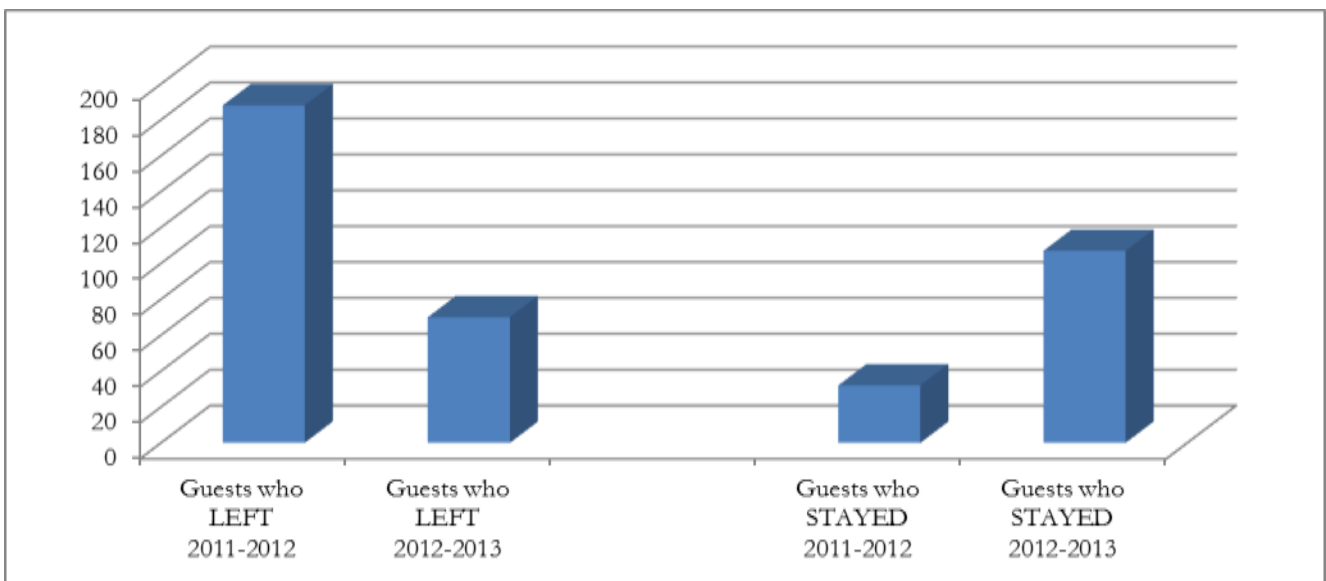
This graph shows the duration of guest’s stays during the 2011 – 2012 shelter season. The blue columns show the number of individuals who LEFT the shelter during the season. To read the following graph, the best example is found in the “Less than 1 month” column. If an individual came to us in November and left in December, they would be counted in the blue column as having left during the year. If an individual came to us in March, they would be counted in the red column as someone who stayed “Less than 1 month,” but someone who did NOT leave during the year. The major trend of the 2011 – 2012 shelter season was the frequent and rapid departure of individuals who stayed for short durations of time.



The same chart covering the 2012 – 2013 shelter season shows a different picture. The red column of individuals who have stayed is much higher, and in a majority of time frames is actually much higher than the number of people who left the shelter.



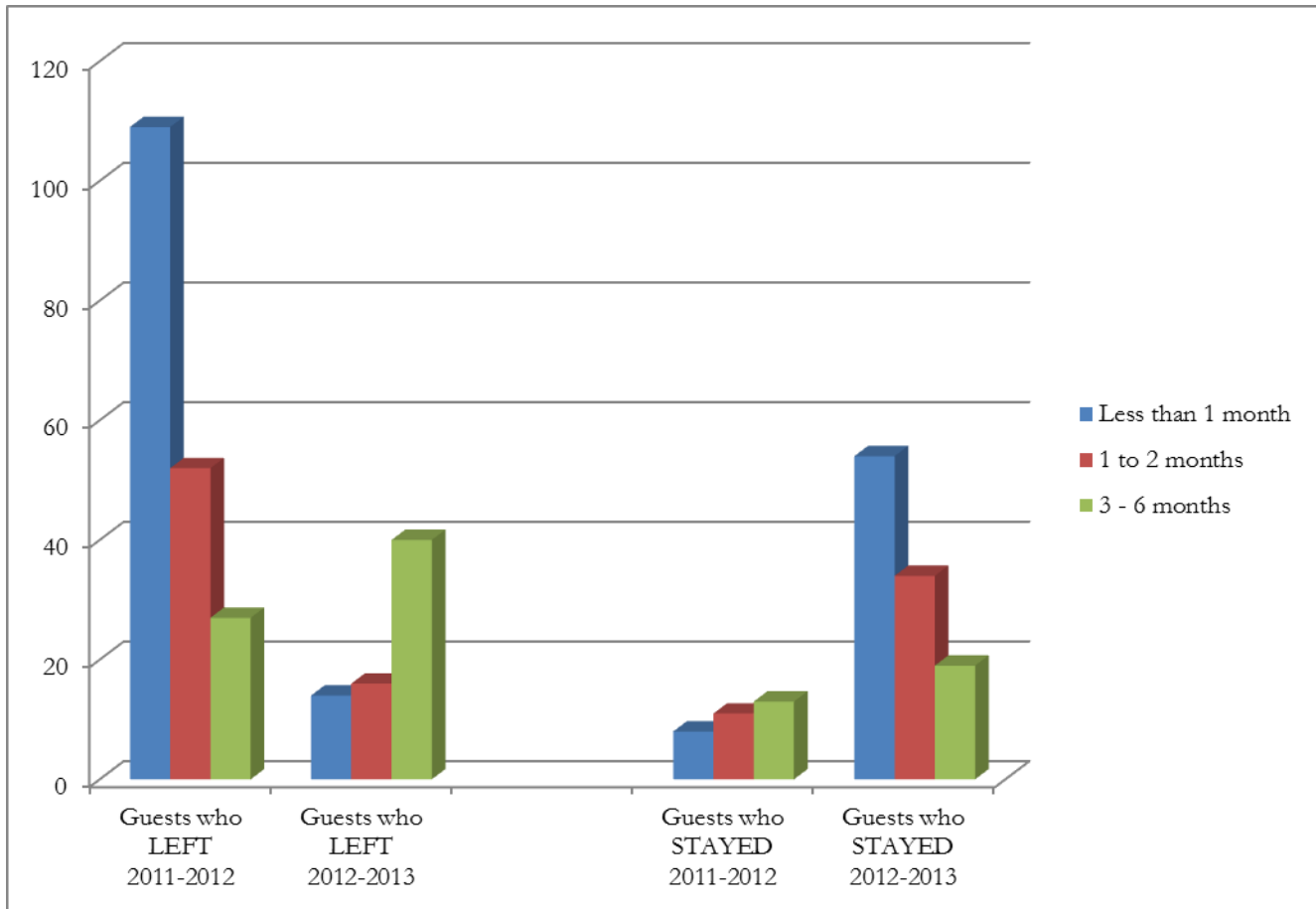
Comparing the duration of stay of the 2011 – 2012 shelter season to the current year’s shelter season shows opposite pictures:



The following table in the context of the full season report shows the value of this shelter-year.

During last year's season, we sheltered more individuals, but most sheltered individuals stayed with the shelter for a very short duration of time. Nights off the street and in a warm bed, number of sober days, access to case management, and frequency or availability of case management follow up was correspondingly restricted.

This season, many more individuals stayed longer. Individuals who came to us early in the season, and later in the season stayed with the shelter. All 3 sites ensured that capacity remained as flexible as possible. Individuals who stayed longer translated into more warm nights, more days sober, more case management access, and much more in-depth case management follow-up.



Going forward, our focus should be doing both: shelter more unique individuals, and keep those individuals in shelter for longer durations of time. Our goal should be “both, and.” What was accomplished during the 2012 – 2013 shelter season was amazing. For 2013 – 2014, our goal is to accomplish even more. We look forward to working with you to do this work for those in the most need in our communities. Very truly, you are Winter Relief.

Sincerely,  
Arundel House of Hope