

CITY CARE

2020

State of the Agency





A letter from CEO, Adam Luck

Hello! Thank you for taking the time to learn more about City Care and our programs through our State of the Agency.

What a year it was. As so many did, we spent this year adapting, letting go, and just taking the next right step. Amidst it all, we continued to find ourselves in a posture of gratitude and commitment. Grateful for all we have and all we have been given to steward. Committed to our work that did not seem as though it could get any more urgent and yet somehow it did. With everything this year brought, the need for homeless services, supportive housing, and literacy-focused mentorship only increased.

It is with this same gratitude and commitment that we bring you this end of year update. We begin by thanking you. Thank you for your support, your guidance, and your generosity. Our work is not the kind that belongs to one organization. It belongs to a community. While we recognize we are well positioned to implement our programs with efficiency and effectiveness, we also acknowledge we simply could not do it without you, our community.

Our commitment remains to go about this work by instituting best practices, wisely stewarding our resources, and creating a culture that is a joy to work in and be served by. We also commit to assessing where there is unmet need in our community and always asking how we are best positioned to meet that need.

This year brought many challenges but what I hope you find in these pages are examples of this gratitude and commitment. We are so excited to share with you all that is in progress and celebrate the work of transformation we are engaged in.

Respectfully,

Adam Luck
Chief Executive Officer

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“Here is what we seek: a compassion that can stand in awe at what the poor have to carry rather than stand in judgment at how they carry it.”

– Father Gregory Boyle

2020 Budget summary

\$5,286,769

Annual Campaign



Affordable Housing



Whiz Kids



Homeless Services



Capital Campaign



82% of dollars raised this year have funded charitable programs, or, as we like to say, direct relief.

According to Charity Watch, the national benchmark is

75%.

We work hard to keep your investment working hard on behalf of Oklahoma City’s most vulnerable.

City Care exists to do the work few others are willing to do.

By the end of Q1, we quickly understood business as usual would not do. And as nothing was the same, and nothing was a sure thing, our leadership team posed three questions:

What is urgent?

What is important?

And, what is urgent and important?

Through this thought exercise, we came up with one priority for operating through a pandemic:

safeguarding lives.

In determining how to operationalize safeguarding lives, we focused on protecting the health and safety of our residents, volunteers and Whiz Kids, preserving our night shelter construction timeline and providing our employees with peace of mind their livelihood was secure.

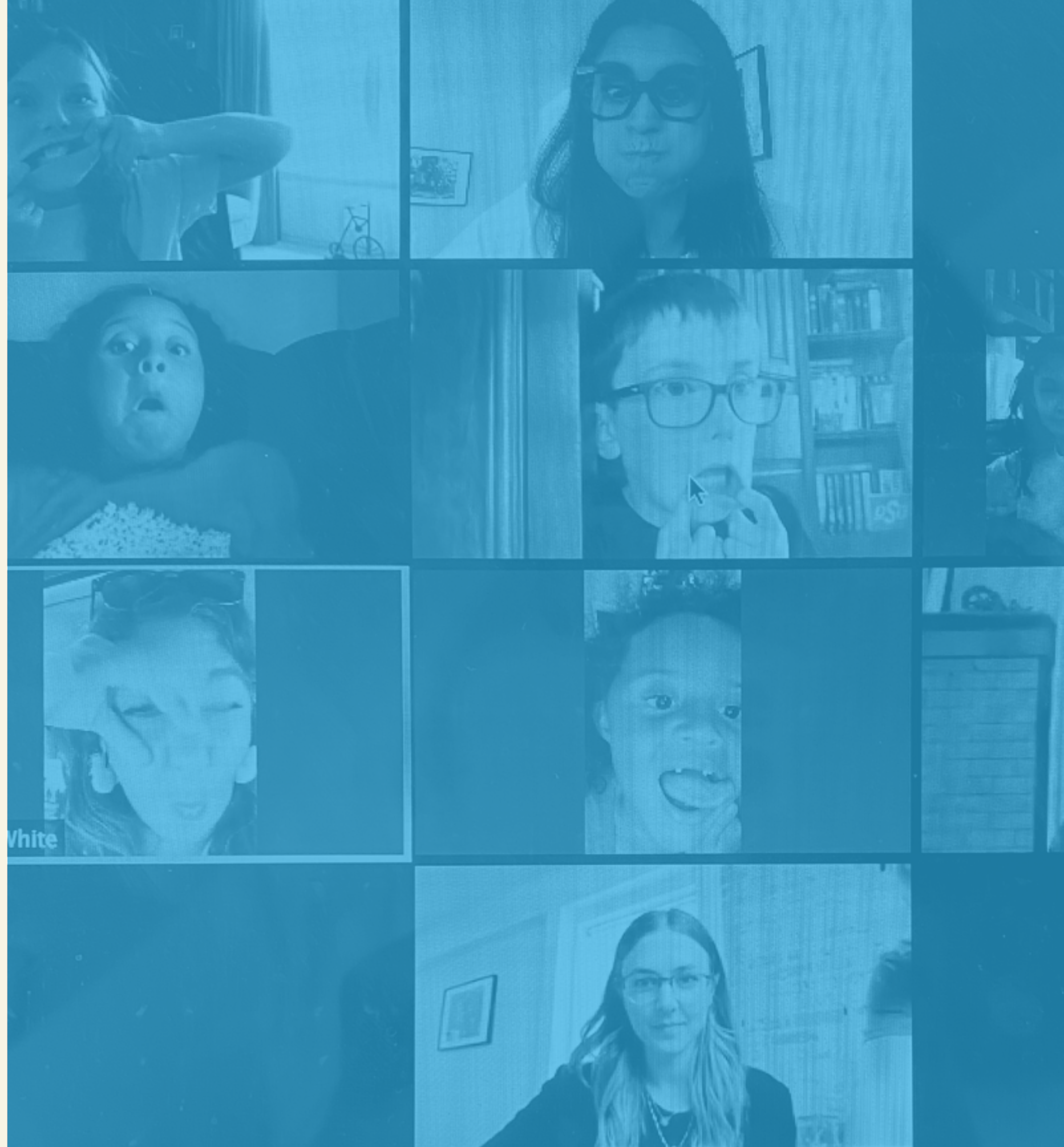
This took enormous effort from the entire team. And for all 2020 doled out, these next few pages represent what is possible when people champion other people with audacious hope and expectation.





Whiz Kids

08





Oklahoma City area schools were forced to abruptly move to a distance learning model in March, and most students are still not back in the classroom.

The effects of poverty on education are numerous, and distance learning only magnified the disparity. Economically disadvantaged students, already facing obstacles like food insecurity, family instability and homelessness, are disproportionately impacted by the lack of access to technology, and parents or guardians without the work flexibility to oversee their virtual education.

By April, it was clear our Whiz Kids needed the support of their mentor, now, more than ever.



But with schools not meeting, our 2020 program plans were all but obsolete. We first got to work mobilizing our mentors, Oklahoma City's largest volunteer assemblage, around providing immediate relief through food baskets and meals. Whiz Kids volunteers provided more than 1,000 meals to our families, with one of our partners, Choctaw Road Baptist Church, organizing to provide their mentees with breakfast and lunch five days a week. We also expected that virtual mentorship was in our future, and began a book drive to build the home libraries for our children, who often do not have any books of their own. Over the spring, we collected and distributed 8,000 books to our scholars.

From there, we spent the summer changing the delivery model of a program that hadn't changed in 25 years. It was a massive communications effort, touching base with 1,600 volunteers, 875 Whiz Kids' families, 80 church partners and 39 schools.

Our staff trained volunteers & students

on the virtual platform, wrote curriculum for every reading level, purchased and put together monthly kits for our students that included books, activities, crafts and snacks. Our volunteers pick up and distribute the kits to students' homes, and meet them on the virtual platform every week for critical literacy-focused and character building mentorship.



428 students

were able to make the move to a virtual Whiz Kids. We are celebrating the fact that every hand of every Whiz Kid raised to continue mastering their reading skills and working with their mentor in the middle of a pandemic, was met with a resounding

YES!

And in the midst of all this, Whiz Kids gained four new partners who are believing with us that the potential of all children is worth fighting for: [Life Church South OKC](#), [Peppers Ranch](#), [Positive Tomorrows](#) and [Council Road Baptist Church](#). Now God is just showing off.



Britanie Ramirez

Director of Whiz Kids
405.602.2815
britanie@citycareokc.org

1600

Volunteers

875

Whiz Kids

80

Church Partners

39

Schools





Supportive Housing

12

Supportive Housing





We are here - for as long as it takes

Our 112 supportive residences averaged a 99% occupancy rate, and served as a safe and stable place to call home for 285 people transitioning out of homelessness this year. The average length of stay for residents in our supportive housing program is currently 2.3 years. Our ultimate goal for those who are able is always a complete reintegration into the community, so while we miss our friends when they go, we celebrate their success, cheering them on as they walk out our doors. We are in it for the long haul-and remind our residents often, that if ever they need us, we are here - for as long as it takes.



285

People transitioning
out of homelessness

2.3

Average length of stay
in years

Peer support is the bedrock of our program - empowering our residents to use their lived experience to relate to and encourage their community. Offering peer support in the middle of a pandemic has required creativity and flexibility, and a constant evaluation and evolution of how we offer services to our residents, safely.

Like at most homes, the dining table has long served as the heart of our community. This, along with all other community spaces have been closed since March, and replaced with weekly food bag distribution and online cooking classes with Chef Barry. Virtual recovery meetings and case management are no replacement for in-person connection, but for now, they offer a safe alternative.

We layer other safety measures, like mask requirements for staff and residents as they move through the common spaces, social distancing reminders, UV light installation in spaces used by our residents, PPE distribution and frequent sanitization of high touch surfaces. To date, we have had only 2 cases of COVID-19, and no spread. Both residents recovered fully, for which we are so grateful.



Dr. Debbi McCulloch

Director of Homeless Outreach & Engagement and Supportive Communities
405.517.3114
debbi@citycareokc.org





Homeless Services

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Keeping a capital campaign and construction timeline moving during a global pandemic has been no easy task, but opening our low-barrier night shelter this winter is more important than ever. Oklahoma City's 2020 Point in Time Count (PIT) noted a 23% increase of people experiencing homelessness, and a 45% increase of people experiencing homelessness and living unsheltered, this is after a 47% increase in 2019. On the night of this year's count, the low temperature was 32 degrees, and still, 557 people were counted sleeping outside. The number of people experiencing chronic homelessness, that is, at least 12 months of continuous homelessness, skyrocketed, with a 60% increase over 2019.

What's more, this year's PIT Count was in January, well before COVID-19 began impacting our community.

With the federal moratorium on evictions expiring in December, City Care is working hard to ensure those who get caught up in what is sure to be a swell of evictions have somewhere safe to bring their families and begin the rebuilding of their lives.



When finished, our \$4 million shelter will offer

128 beds

in dorms and family suites, in addition to

11 kennels

in the indoor pet hotel,

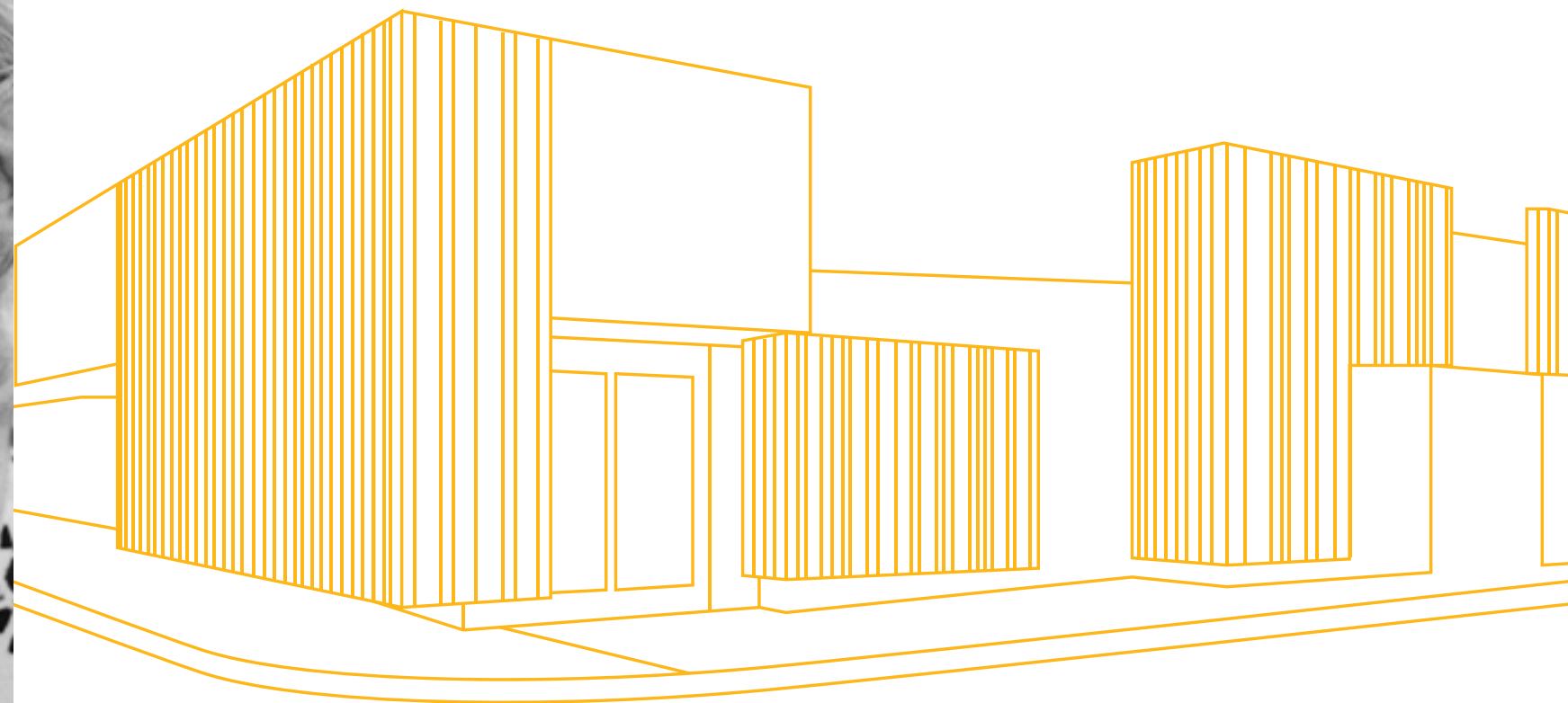
long-term bulk storage,

and

dining room

in a

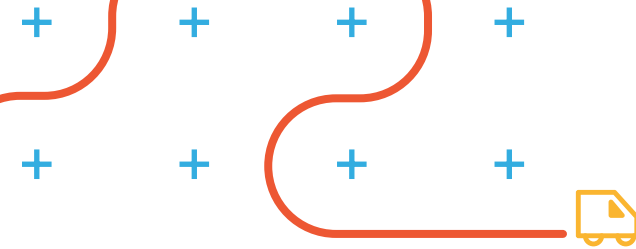
12,000 ft facility.



As a result of COVID-19, we have added sneeze guards, panels in between bunks, an upgraded ventilation system, UV lights and a budget for PPE for our guests and staff. We are layering several preventative strategies in preparation for a need for continued response to this public health issue.



M Mobile O Outreach & E Engagement



In preparation for our shelter opening, we launched a Mobile Outreach and Engagement van, or, as we fondly call her, MOE. The MOE will be used to transport guests to the Night Shelter, and to other service providers as necessary.



But for now, MOE is out on the streets, offering simple first aid, hygiene items, and enrolling neighbors in our pilot project, Samaritan.

OUTREACH



TRANSPORT



WINTER
SUPPLIES



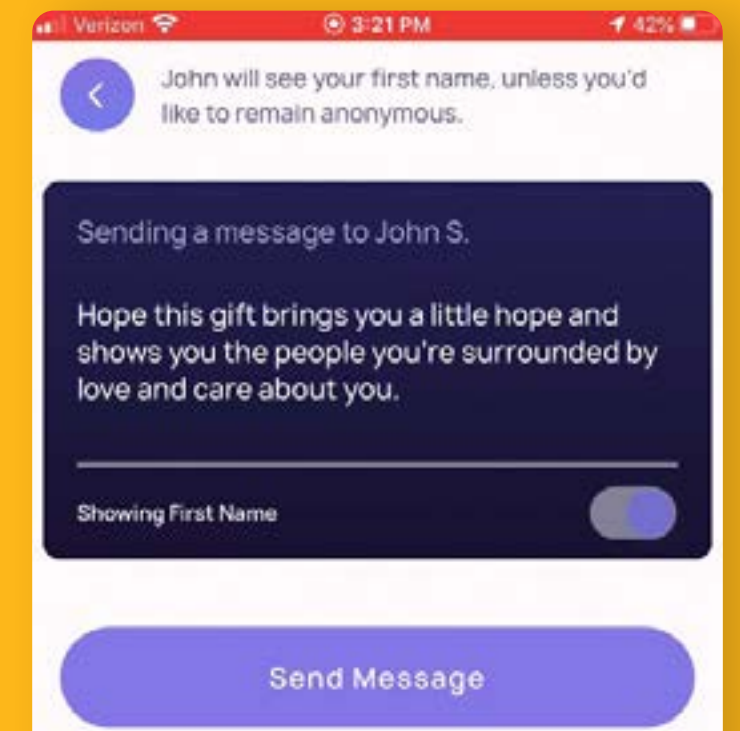
With the incredible support of United Way's inaugural Wayfinder Grant award, City Care was able to launch a technology support for people experiencing homelessness.



Samaritan offers you and me an incredible opportunity to learn about some of our neighbors living on the streets in Oklahoma City, and extend encouragement and support as they work to improve their lives by obtaining housing, employment and stabilizing health challenges. In order to participate in the program, beacon holders must maintain monthly advocacy appointments with their case worker, to set goals and track progress.

Money that is donated by samaritans to beacon holders through the app is redeemed with the case worker to address critical needs such as food bills, personal hygiene items, prescriptions, move-in fees, transportation, and more.

Strengthened relationships with their care providers, coupled with relational and financial investment from the community, helps individuals reach life-changing outcomes. To read more about the outcomes from Seattle's pilot, visit samaritan.city/pilot.





In response to Oklahoma's position as the state with the #1 incarceration rate in the country, an advisory council of local law enforcement, jail administrators, judges, the Public Defender's office, the District Attorney, and other key community stakeholders was formed in 2018 to explore more effective ways of supporting low-level, nonviolent offenders.



Reforms to move individuals from jails to diversion programs, enabling them to return home to their families, work and communities while receiving life-stabilizing resources and assistance navigating a complex court system have proven effective across the country. The benefits are many, including stabilizing family units, emotionally and financially, giving offenders the support they desire in overcoming issues of substance use and substance use disorder, stabilizing health outcomes, and positive effects for a community's economy.

As a result of their findings, The Diversion Hub was opened in 2020, and City Care was invited to embed a housing navigator to work with justice-involved citizens to help them obtain stable and affordable housing.

Since June, our housing navigator has supported 32 formerly-homeless individuals in their transition into permanent housing!

The City of Oklahoma City has publicly recognized the Diversion Hub's progressive integration into the district court system, and streamlining clients from the jail to the Diversion Hub instead of the streets.

When the Diversion Hub opened, Oklahoma County Court hoped for a 5% probation completion rate for those diverted to the program. The participants' success has far surpassed their intent, with 19% successfully completing probation and avoiding a warrant.

We cannot imagine navigating the justice system while experiencing homelessness, and are thrilled for the opportunity to support our neighbors in this way. This opportunity would not be possible without the generous support of The Arnall Family Foundation.



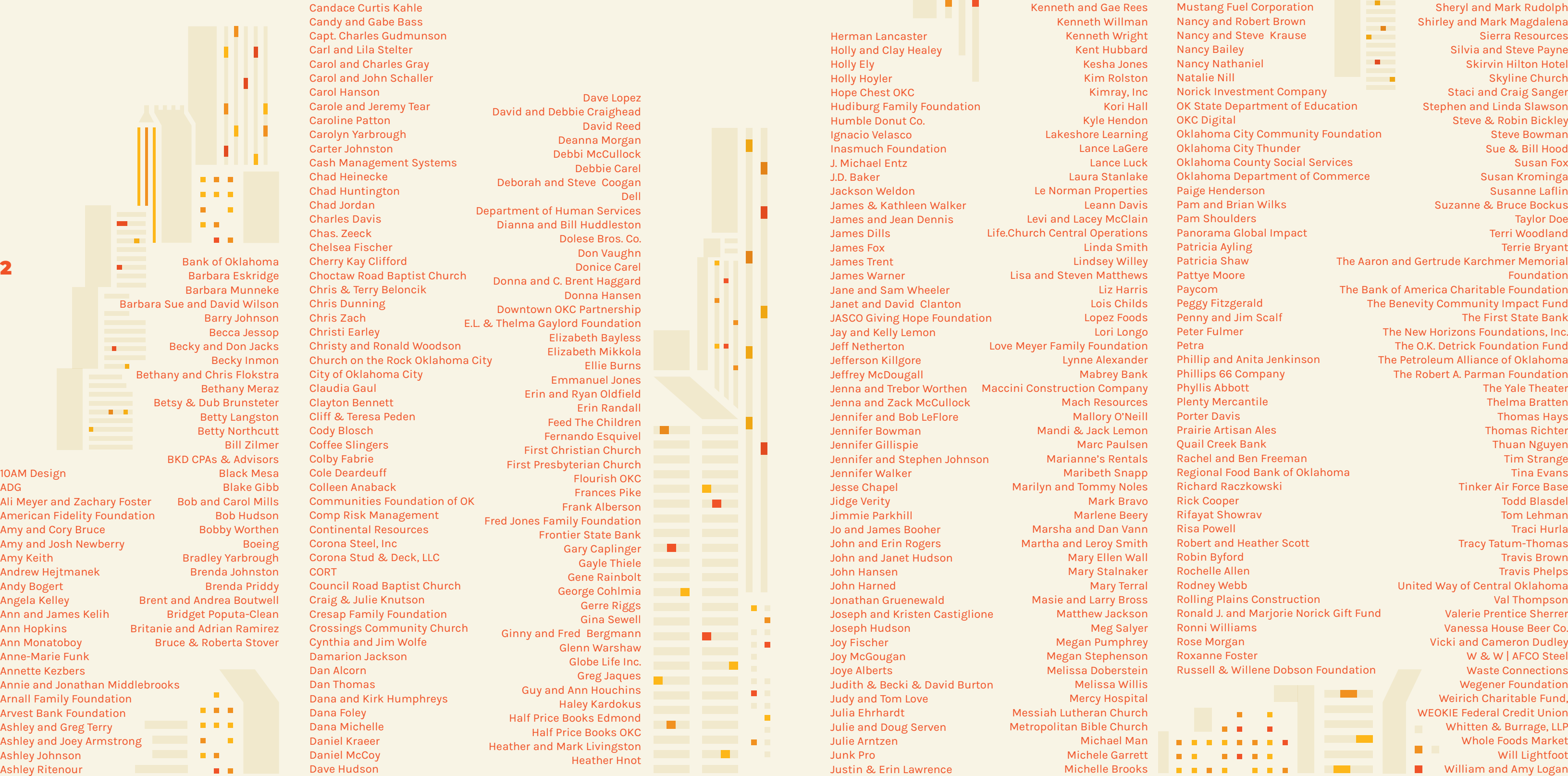
A million thanks.

If you are interested in learning more about The Diversion Hub, please visit okdiversionhub.org.

To the donors who make all this possible, we are honored to bear witness to all that can be accomplished through your incredible generosity and the remarkable resilience of the human spirit. Transformation starts here.

*Gifts made through 10/31/2020

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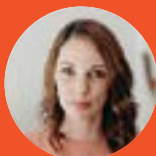


Please, stay in touch.

City Care www.citycareokc.org
2000 N. Classen Blvd. Suite N50
Oklahoma City, OK 73106



Adam Luck
Chief Executive Officer
adam@citycareokc.org



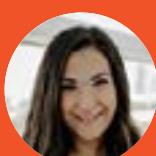
Rachel Freeman
Chief Operating Officer
rachel@citycareokc.org



Leann Davis
Chief Finance Officer
leann@citycareokc.org



Staci Sanger
Vice President of Development
staci@citycareokc.org



Britanie Ramirez
Whiz Kids Director
britanie@citycareokc.org



Debbi McColluck
Director of Homeless Outreach & Engagement and Supportive Communities
debbi@citycareokc.org



Tom Knudson
Diversion Hub Housing Navigator
tom@citycareokc.org



Whiz Kids



Homeless Services



Supportive Housing



Mobile Outreach
& Engagement



NIGHT SHELTER

