



2019

State

of the

Agency

CITY CARE

In an effort to provide complete transparency and more fully collaborate with our most faithful stakeholders, we provided an update on our programs and a report of how we have used your generous investments over the last calendar year to offer support to our city's most vulnerable through homeless services, supportive housing, and literacy-focused mentorship.

As our team sat together to craft these materials, we found ourselves deeply grateful for the opportunity to do this work, and for partners like you who tirelessly advocate for and invest in the lives of our neighbors living on the margins. No individual, no matter how passionate, and no agency, no matter how efficient, can solve these complex social ills. They are community issues that deserve a community response. Your heart and investment are the embodiment of the Oklahoma Standard and serve as a daily inspiration to me.

I can confidently say the state of our agency is strong and our city is finally having the critical conversations we have neglected for so long around issues like equity in education, homelessness and affordable housing. Let's not waste this tipping-point moment.

Gratefully yours,

Adam Luck

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“ DO ALL THE GOOD YOU CAN,
BY ALL THE MEANS YOU CAN,
IN ALL THE WAYS YOU CAN,
IN ALL THE PLACES YOU CAN,
AT ALL THE TIMES YOU CAN,
TO ALL THE PEOPLE YOU CAN,
AS LONG AS EVER YOU CAN.”

-John Wesley

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Timeline



Supportive
Housing



Homeless
Services



Whiz Kids

August 16, 2018	Commitment to implement Samaritan in Oklahoma City. ¹
August 20, 2018	City Care tours 532 N. Villa Avenue.
August 24, 2018	Convene Oklahoma City's greatest design minds around a master-planned community.
August 30, 2018	Partnership with Oklahoma Housing Authority begins to host Whiz Kids sites. ²
September 14, 2018	Mr. Rick Cooper commits to purchase 532 N. Villa Avenue for City Care to repurpose as OKC's only low-barrier night shelter.
October 19, 2018	City Care Leadership Team visits night shelters in Albuquerque, NM.
October 24, 2018	City Care Leadership Team begin dreaming + scheming about a master planned community.
November 14, 2018	Open house to view new ReMerge Duplexes. ³
November 19, 2018	City Care Leadership Team visits night shelter in Dallas, TX.
December 27, 2018	City Care gets keys to the City Care Night Shelter.
January 18, 2019	Convene community partners to begin dreaming + scheming about a master planned community.
January 22, 2019	OKCPS announces Pathways to Greatness plan options.

January 24, 2019	Point in Time Count takes place.
March 4, 2019	OKCPS approves Pathways to Greatness. ⁴
March 5, 2019	Staff convenes to build logistics and communications plans to ensure no Whiz Kid is left behind.
April 30, 2019	City Care Leadership Team visits master-planned housing-first community in Austin, Texas. ⁵
June 4, 2019	2019 Point in Time Count data released. ⁶
June 14, 2019	Notified that City Care was accepted as United Way of Central Oklahoma's newest partner agency.
July 1, 2019	City Care transitions out of the daily operations of the Westown Day Shelter.
August 1, 2019	New growth requires City Care HQ to relocate to 2000 N. Classen, Ste. N50.
September 13, 2019	Recipient of United Way's inaugural Wayfinder Grant awarded to fund the implementation of Samaritan. ⁷

1 The samaritan app reveals the story of unsheltered people whom you pass by daily. You can give towards critical needs and create lifelines of hope. City Care will be the Oklahoma City implementing partner. To learn more, visit Samaritan.city.

2 The Oklahoma Housing Authority partnered with Whiz Kids to open a site at Fred Factory Gardens, forging a new approach to Whiz Kids site development.

3 City Care built ten new duplexes to house current participants in the ReMerge program, a prison diversion program for mothers. Mothers were reunited with their children in time for Christmas.

4 OKCPS Pathways to Greatness plan is released, affected 15 of 35 existing Whiz Kids sites. To learn more about the plan, please visit okcps.org/pathwayproject.

5 Mobile Loaves and Fishes in Austin, Texas is home to the Community First! Village. This 51-acre master planned community provides affordable, permanent housing and a supportive community for the chronically homeless in central Texas. To learn more about this spectacular program, visit mlf.org.

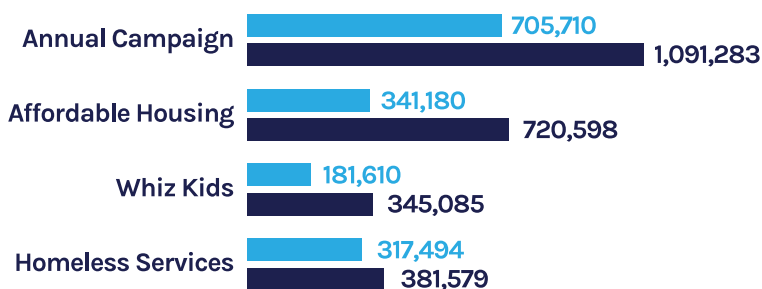
6 To read the full Point in Time Count data report, please visit citycareokc.org/homelesssservices.

7 New this year, United Way sponsored the Wayfinder Grant to fund an innovative new idea that could make a significant difference for our community. To learn more about the criteria, please visit unitedwayokc.org/wayfindergrant.

2019 YTD Budget Report

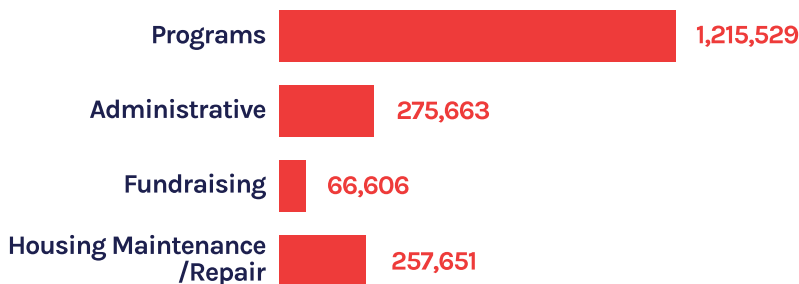
Money Raised – \$4,084,539

\$1,545,994 **PLEDGED** **\$2,538,545** **ACTUAL**



2019 YEAR-TO-DATE

Expenses ————— \$1,815,449



2019 YEAR-TO-DATE

85% OF DOLLARS RAISED

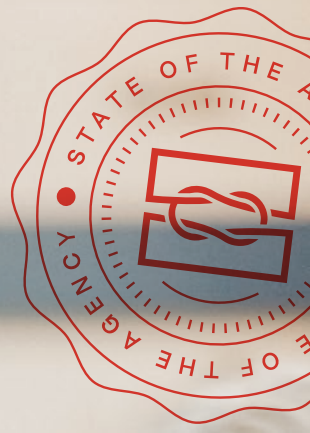
have funded charitable programs, or, as we like to say, **direct relief.**

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.

We believe in the intrinsic value of every person. It is with love and compassion we advocate for the overlooked in our community. We provide food for the hungry, relief for the hurting, and hold space for complete restoration of lives that have gotten off course. With enough endurance, we witness, firsthand, remarkable stories of transformation.

City Care's mission is to inspire those willing to look social injustice and extreme poverty in the face, and empowers them to do whatever it takes to create change.





Whiz Kids

Character and Literacy-Focused Mentorship

But what does poverty have to do with it?

City Care was founded on the questions, "**What unmet need exists in our city?**" and "**How is City Care best positioned to meet those needs?**" In response, City Care began by feeding and housing neighbors experiencing homelessness. And while providing immediate relief to suffering will always be a part of what we do, we couldn't help but grieve the human potential lost to intergenerational cycles of substance use disorder, incarceration, and poverty. So many that we were serving with meals and supportive housing shared similar stories of origin. They experienced the same kinds of family trauma, had the same kinds of unmet mental, physical and spiritual needs, and when we looked far enough back, we found many of them had not been successful in school.

So what could we do about it? Could we stop these cycles in their tracks?

In order to do something different, one has to see something different. Mentorship is widely accepted as the most effective intervention to intergenerational poverty and low academic achievement, and so, twenty four years ago, Whiz Kids was born through a unique blend of nonprofit, neighborhood schools and churches working together on behalf of Oklahoma City's most vulnerable children.

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Poverty has long been a key indicator for poor school performance because it reduces a child's readiness for school, and without intervention, this **readiness gap only grows as they get older**. Readiness gap is caused by poor physical health and motor skills, diminished ability to concentrate and remember information, and reduced attentiveness, curiosity and motivation.

Children from lower-income families are more likely than students from wealthier backgrounds to have lower test scores, and they are at higher risk of dropping out of school. Those who complete high school are less likely to attend college than students from higher-income families.

Education Week's 2019 "Quality Counts Report" gives Oklahoma a D+, as we rank 49/51 (they include District of Columbia as well as the 50 states). The annual report grades and ranks states in 3 categories: Chance for Success [C+], School Finance [D] and K-12 Achievement [D].

Our city's children, *our children, are facing enormous odds. OKCPS reports 83% of the district's students are economically disadvantaged and 75% of our fourth graders read below proficiency level. By eighth grade, reading proficiency reaches a mere 18%. Of the 44,253 students in the district, 3,068 reported experiencing homelessness during the 2017-2018 school year.

From K to 3rd grade we learn to read, and then, we read to learn. Literacy is a strong indicator of success in life, and our program reaches 873 students weekly at 39 sites.

Our Whiz Kids sites are led by teachers from the local school, who are paid a monthly stipend to serve as literacy and curriculum coaches, and volunteer site coordinators, who manage the day-to-day logistics of site and meal planning, transportation and volunteer recruitment and preparedness. Additionally, our volunteer mentors are offered annual training on topics like ACE scores (Adverse Childhood Experiences) and Trust-Based Relational Intervention, Effects of Incarcerated Parents, Building Rapport with My Whiz Kids' Family, Hands-On Literacy Activities, and Recognizing and Reporting Child Abuse and Neglect.

*...Scoring an average of 37 points
higher than their counterparts on state-
administered reading tests.*

After one year in our program, students erase any achievement gap caused by life's circumstances, scoring an average of 37 points higher than their counterparts on state-administered reading tests. This takes considerable effort of our agency, 78 partner churches and 1,615 dedicated weekly volunteers. But there is still so much to be done. We know what works, and we are determined to connect every student who needs a mentor to a safe and caring adult. Imagine with us, a city where familial cycles of despair are replaced with creative, resilient, and brilliant minds working toward the flourishing of their families and our city.

873

of students served annually

13,535

of students in OKCPS who qualify for Whiz Kids

1,615

of volunteers

103,360

Total volunteer hours per year

4.5 Yrs.

Average volunteer tenure

78

of church partners

39

of schools

\$131.44

Annual cost per student

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<https://www.citycareokc.org/whizkids>

<https://www.edweek.org/ew/articles/2019/01/16/highlights-report-oklahoma.html>

<https://www.okcps.org/cms/lib/OK01913268/Centricity/Domain/96/2017-2018%20STATISTICAL%20PROFILE.pdf>





Supportive Housing

Peer-Supported, Permanent Housing Communities

OKC's housing market ranks 3rd most affordable, but for whom?

We often say the solution to homelessness is more homes. And perhaps that is oversimplified, and we should specify, the solution to homelessness is more affordable homes. For those earning area median income (AMI) or above, Oklahoma City is an extremely affordable place to live. But the **AMI for a family of four in Oklahoma County is \$65,916.**

Where does that leave those making less than AMI? A minimum-wage earner would have to work 86 hours a week to afford a market rate 2-bedroom apartment, or 118 hours a week for a 3-bedroom apartment in Oklahoma City.

This leaves low-wage earners extremely over-burdened by housing costs, and in an incredibly precarious position. Now add car trouble. A disability. A death in the household. Incarceration. How about 2 or 3 of these at once? **Homelessness occurs at the intersection of catastrophic loss and relational poverty.** We've likely all experienced some form of loss, but the margin in our lives kept us afloat. That is the difference between us and those we serve.

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Over the last 23 years, City Care has built 114 units of permanent supportive housing for our neighbors transitioning out of homelessness. The large majority of residents in City Care's supportive housing community make 50% or less AMI, and have co-occurring disorders.

Our residents live in peer-supported communities and are empowered to use their lived experience to support and encourage others. Once a resident moves in, they have access to case support advocates who help them remain stably housed by focusing on increasing the resident's life skills, income, managing health needs, and rebuilding healthy support systems.

Residents are offered furnished homes that include utilities and additional services like case management, referrals, peer mentoring, support groups, crisis intervention, legal assistance, transportation, employment support, nutrition, fitness, financial planning, recovery support, recreation and independent living skills.

Affordable and supportive housing is an excellent intervention for the individual or family; resolving homelessness, improving health outcomes and reconnecting residents to their communities. But the benefits don't stop there. Data shows that supportive housing lowers public costs by reducing the use of publicly-funded crisis services like shelters, hospitals, psychiatric centers, jails, and prisons. In Oklahoma City's 2009 Study of the Cost of Homelessness, it was noted that \$28,746,094 was spent in one year on these emergency services for individuals experiencing homelessness in the metro. All the while, these costly services do nothing to address the core issues of homelessness.

Our residents live in peer-supported communities and are empowered to use their lived experience to support and encourage others.



114

of affordable housing units offered by City Care

6,647

of additional affordable housing units needed for Oklahoma County households earning <60% AMI

135,000

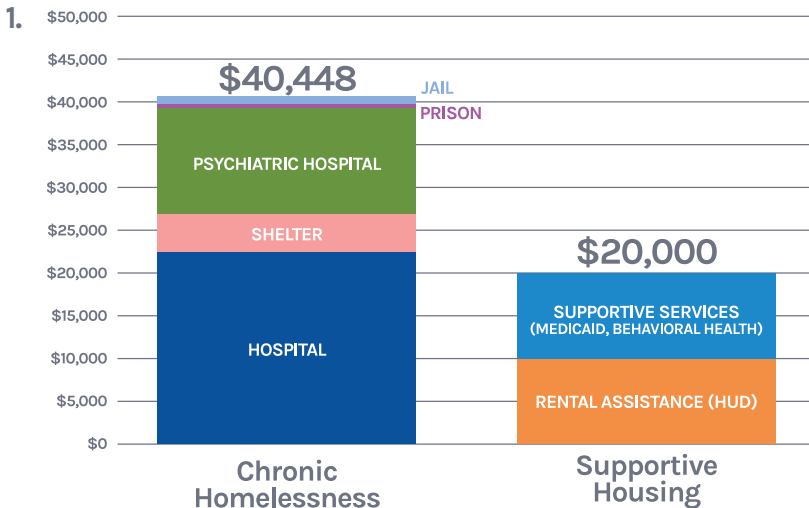
of Oklahoma County residents living under the poverty threshold

\$20,000

approximate public cost to provide supportive housing to someone experiencing chronic homelessness¹

\$40,000

approximate public cost to provide emergency services to someone experiencing chronic homelessness¹



Source: Culhane, Metraux, and Hadley (2002)

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<https://oklahoman.com/article/3492388/cost-of-homelessness-in-oklahoma-city-tallied-at-nearly-29-million>
https://www.unitedwayokc.org/sites/default/files/files/Vital%20Signs_Affordable%20Housing_ForWebsite_SmallerFile_0.pdf
<http://www.demographia.com/dhi.pdf>
https://www.usich.gov/resources/uploads/asset_library/Ending_Chronic_Homelessness_in_2017.pdf





Homeless Services

Housing-First Approach to Homelessness

Maslow's Hierarchy of Needs applies here, too.

Each year, across our nation, teams of service providers and volunteers unite to execute the Point in Time Count (PIT), a 24-hour census of individuals experiencing homelessness. Before we dive into the data, we want to acknowledge that while the PIT provides valuable information, it is not without its limitations. The PIT is a snapshot of our community's homelessness issue, and is not meant to represent an accurate annual count. More specifically, the PIT attempts to make contact with as many living in encampments, staying in shelters and staying in transitional housing as possible. It does not include homeless residents currently incarcerated or hospitalized. It also excludes the tens of thousands doubled-up, or hidden homeless, that is, living with family or friends due to the severe cost burden of housing.

The 2019 data is in, and the findings outlay the incredible work ahead of us:

On Jan. 24, 2019, 1,273 individuals experiencing homelessness were counted, and it is estimated that the annual number is 5x that of the one night census, or 6,365.

On Jan. 24, 2019, 1,273 individuals experiencing homelessness were counted, and it is estimated that the annual number is 5x that of the one night census, or 6,365.

Of those surveyed in the 2019 Point in Time Count:

75% have been incarcerated

20% spent time in foster care

72% of chronically homeless individuals are living unsheltered in spaces not safe for habitation

10% are veterans experiencing homelessness

16% are families experiencing homelessness

31% are living with mental illness

34% are experiencing substance use disorder

9% are homeless due to domestic violence

21% have a job

From 2017 to 2018, policy shifts of local service providers led to a decrease in the number of beds available for emergency shelter and a **47% increase in the number of individuals living unsheltered**. In Oklahoma's bitter cold and sweltering heat, this is a life or death issue.

This gap in services led City Care, in partnership with Mr. Rick Cooper and Inasmuch Foundation, to purchase a building for the purpose of opening a low-barrier shelter for individuals, families and pets. Our 8 years of managing the day-to-day operations of WestTown Day Shelter well positioned us for the task, and the community's support has been incredible.

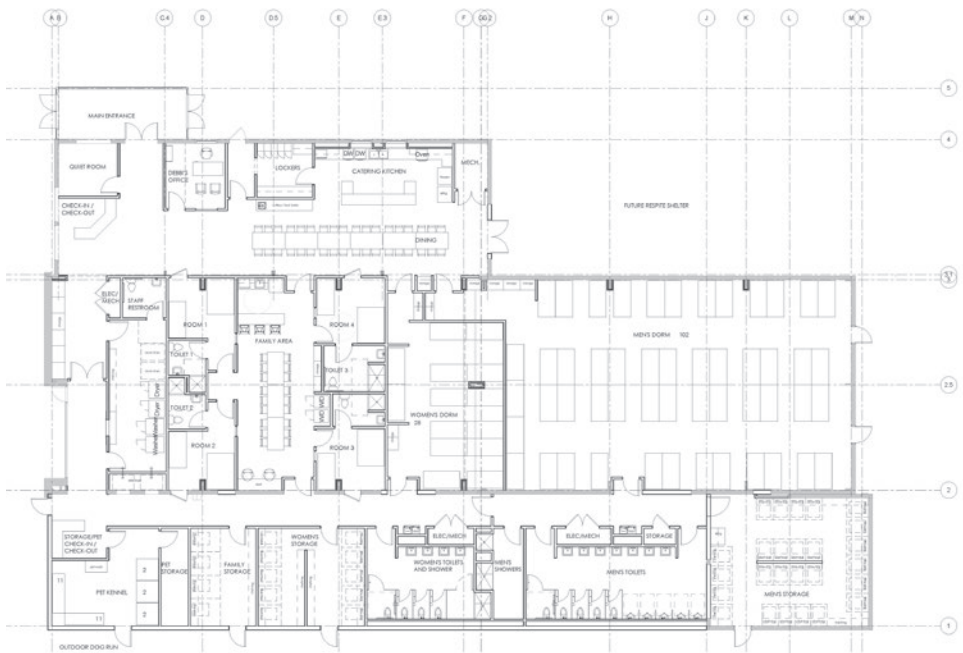
*47% increase in the number
of individuals living unsheltered*

While the eligibility criteria, practices and policies will be a housing-first approach, that is, without prerequisites and all offered services being voluntary, City Care considers the new night shelter to be only the front door—**an opportunity to connect with our city's most vulnerable, and get them into permanent housing solutions as quickly**

as possible, and only one tool needed to combat homelessness.

Data has long supported the idea that once basic needs of food, shelter and safety are met, individuals are better able to address more abstract goals (but none-the-less critical to human happiness quotient), like stabilizing physical and mental health, employment and building community. Expecting individuals to hold down jobs, succeed in school, tackle recovery and mental health while not knowing where they will lay their head at night or receive their next meal, isn't fiscally wise for a community, or particularly effective for the individual.

The expected completion date of the new night shelter is Fall 2020. Designed by ADG, the completed shelter will be over 12,000 square feet, and include men's and women's dormitories, family suites and a pet hotel.



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<https://www.simplypsychology.org/maslow.html>
<https://www.citycareokc.org/homelesservices>
<https://nlchp.org/wp-content/uploads/2018/10/HUD-PIT-report2017.pdf>
<https://endhomelessness.org/>

2019 Donor List

We are so grateful for your generosity and support

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Life.Church
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 First Christian Church
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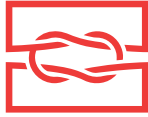
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CITY CARE

A time to reflect



cast vision for what is to come

