

## SIGNATURE PROGRAMS: BY THE NUMBERS

Pathways Vermont has 5 signature programs designed to provide choice, connection, and home to thousands of Vermonters in need.



### COMMUNITY CENTER

Total visitors: 3,616  
Visitors receiving support services: 3,398  
Individual meals served: 1,368  
Job starts: 46  
Individuals engaged in employment services: 81



### SUPPORT LINE

Completed calls: 6,823  
Calls diverted from emergency services: 232  
Calls from veterans: 895  
Caller satisfaction rate: 94.08%



### HOUSING FIRST

- Individuals housed: 108
- Average daily cost of Housing First Program: \$45
- Average Retention Rate: 85%



### VETERAN FAMILY RAPID RE-HOUSING PROGRAM

- Families housed: 131
- Instances of homelessness prevented: 75
- Children housed: 44



### SOTERIA HOUSE

- Total residents: 10
- Occupancy rate: 91.28%
- All discharges were positive (residents successfully graduated from Soteria), 5 residents went back to live with family and 4 residents went on to independent living

## Moving Forward

Meet Kristine. Her and her daughter recently moved into their own apartment after a prolonged period of homelessness. To the right, Kristine tells her story in her own words.



"My name is Kristine. I'm 32 years old and I've been a participant of the Pathways Vermont Housing First Program for three years now.

I've had a lot of setbacks that made my life feel unmanageable. I became pregnant when I was 16 and I gave birth to my first daughter on my 17th birthday, and I dropped out of junior high soon after. During that time, I was with a guy who was abusive and I overdosed when I was 25.

I have three daughters now, ages 15, 12 and my baby will be six. It was difficult losing custody of my children. It's been eight years since I've seen my oldest daughter and about five or six years since I've seen my middle child. But my baby, I have her every other day.

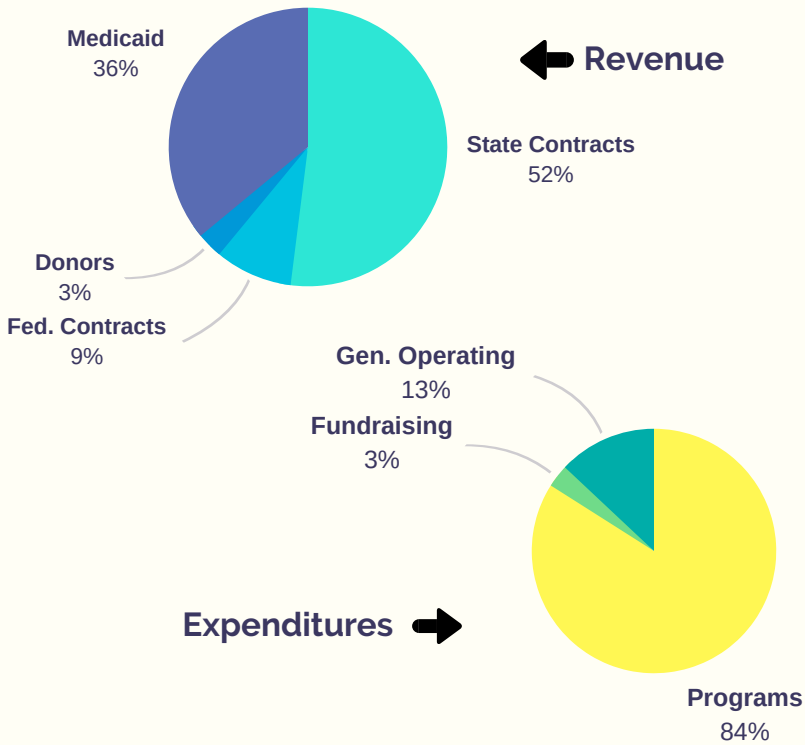
I ended up homeless when I was pregnant with my third child and remained so for about five years. Then Pathways Vermont came along and everything changed. Corbin (Pathways Vermont Service Team Lead) was the first person I met and I loved him right away. He reassured me that I would never lose my support, which was really important to me. Daryl, my landlord, means so much to me because she was the first person to rent to me. She had a two-bedroom apartment, so my daughter even has her own room.

Before becoming involved with Pathways Vermont, my goal was so small; I dreamed about working at McDonald's. Now, I'm an honor student in college and I have a 4.0 GPA. I also volunteer at the Great Falls Regional Chamber of Commerce.

I never wanted to be a drug addict. I didn't want to be a drunk. I didn't want to be that person.

I just knew it was time to move forward. My kids are on my mind every day. Changing your mindset is the first step. My advice to others that may be in a similar place as I was is to be aware of your situation and know what you want to change. Use your resources, if people are offering you help, take it."

## Fiscal Year 2018 Financials



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### OUR LIVED EXPERIENCE

At Pathways Vermont, many of our staff identify as having the same 'lived experiences' as the Vermonters we serve.

- 86 STATEWIDE STAFF MEMBERS
- 78% HAVE EXPERIENCED MENTAL HEALTH CHALLENGES
- 44% HAVE EXPERIENCED HOMELESSNESS
- 21% HAVE BEEN INVOLUNTARILY HOSPITALIZED
- 22% HAVE ATTEMPTED SUICIDE IN THE PAST



Alex (middle, Team Lead) and volunteers at a nutrition workshop at the Pathways Vermont Community Center.



Jenn and her dog Chloe moved into their new house after being homeless for over 10 years.



Roger (middle) celebrating his graduation from our Housing First program.



# Pathways Vermont 2019 FACT SHEET

## Housing First

Housing First ends homelessness. It's that simple.



HOUSING FIRST is an evidence-based, permanent supportive housing program that supports individuals to maintain independent housing and lead meaningful lives in their community.

The program immediately ends homelessness by supporting individuals and families to locate independent apartments in the community. Housing First clients are provided long-term, multidisciplinary community supports, including service coordination, drug & alcohol counseling, employment support, psychiatry, nursing care and representative payee services.

### FAST FACTS\*:

**\$43**

AVERAGE DAILY COST OF HOUSING FIRST PROGRAM

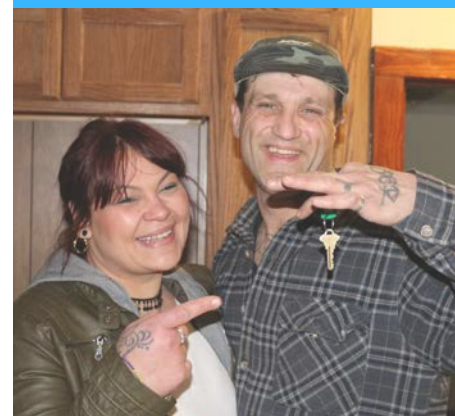
**250+**

CYCLES OF CHRONIC HOMELESSNESS ENDED

**200+**

INDIVIDUALS SUPPORTED TO TRANSITION INTO THE COMMUNITY

\*Through 2018



### ENDING CHRONIC HOMELESSNESS

Housing First is recognized by the Department of Housing and Urban Development as the most effective intervention for addressing chronic homelessness.

- Since 2010, the Housing First program has ended the cycle of chronic homelessness for over 250 Vermonters.
- The Housing First program maintains an 85% Housing Retention Rate.

### SERVING THE UNDESERVED

The program targets the most vulnerable individuals, especially those who have “fallen through the cracks” of the system of care.

- The population served by Pathways’ Housing First program have experienced long histories of homelessness, involvement with corrections, frequent contact with emergency services and long periods of institutionalization.
- The program has supported 100+ individuals with long stays in hospitals, prisons and other institutional settings to successfully transition into the community.
- The average daily “cost” of homelessness for this population is approximately \$91.51.

### FY19 FUNDING

The Housing First program is funded primarily by contracts with the Department of Mental Health & Department of Corrections.

|  |                    |
|--|--------------------|
| VT Department of Mental Health<br>Community Rehabilitation and Treatment   | \$513,794          |
| VT Department of Mental Health<br>Medicaid Fee For Services  | \$1,045,880        |
| VT Department of Corrections   | \$1,039,363        |
| Other Funding Sources: United Way of Northwest Vermont, UVM Medical Center, Burlington Community Development Block Grant | \$141,364          |
| <b>Total</b>   | <b>\$2,740,401</b> |

# Client Testimonial

Jenn (pictured right, holding dog Chloe and her Housing Coordinator Amanda on her left) grew up in what she described as a "pretty amazing family." Up until her teens, life was going well for Jenn. However, things began to go south when she started taking recreational drugs which eventually led to opiate abuse, including heroin. Jenn describes this period of her life as one of the most painful experiences. Jenn found herself in a cycle of abusive relationships, homelessness, and psychiatric hospitalizations. In Jenn's words, "I've couch-surfed, tented outside, lived with friends and family, and been in bad abusive relationships because I had nowhere to go. It's been a long road."



Jenn's story began to turn around when she was referred to Pathways Vermont's Housing First program. She was introduced to our team in Windham County who were quickly able to secure her a beautiful apartment overlooking a brook in Putney. After over 10 years of not having a place to call her own, Jen and her 12-year-old terrier Chloe finally feel like they are home. Jenn has created strong bonds with her Pathways Vermont service team who are helping her to realize her dreams. She now has goals of going back to school for equine therapy and has created an online forum for people with other similar life experiences to share their stories. Jenn also recently joined the Pathways Vermont Tenant Advisory Committee, helping us better understand the needs of our service recipients. Jenn is beginning to plan a future for herself - one she didn't think was possible just a few years ago.

## Housing First Corrections Project

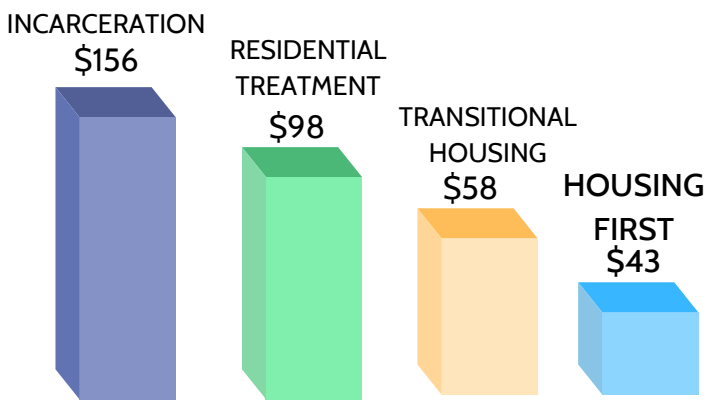
### Supporting Community Integration

In partnership with the Department of Corrections, Pathways Vermont has adapted the Housing First model to serve individuals with long correctional histories to transition back into the community.

- Since 2010, the DOC project has supported over 180 individuals re-enter the community.
- 80% of program participants have not returned to long term incarceration.

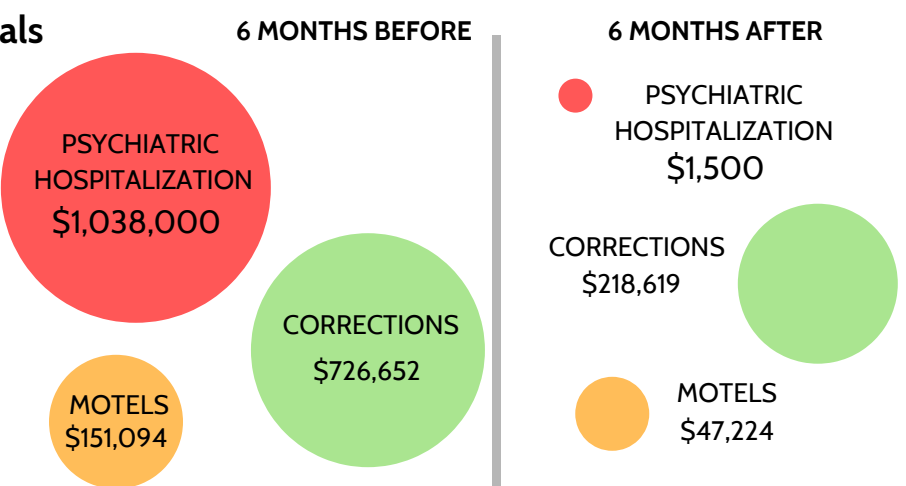
### Cost Effective Solution

By supporting individuals under the custody of corrections to transition back into community, Pathways Vermont's program reduces rate of incarceration and saves the state money. By providing individuals with acceptable housing and follow-up support, the program breaks the cycle of incarceration. Pathways Vermont's approach is cost-effective in comparison to other re-entry programs, without compromising quality and quantity of care and long-term outcomes.



### A Direct Cost Comparison of 129 Individuals

The graphic to the right illustrates a direct comparison of the combined estimated service costs expended by 129 clients 6 months prior to entering the Housing First program and 6 months after entering the Housing First program.



Service cost estimates were derived using information from relevant agency reports.

# Pathways Vermont

## Supportive Services for Veteran Families

# 2019 FACT SHEET

In partnership with



The Supportive Services for Veteran Families (SSVF) program is a national initiative funded by the Department of Veterans Affairs to address homelessness among veterans in the United States.

The SSVF program is housed in Vermont Veteran Services at the University of Vermont, with case management and housing services provided by Pathways Vermont. The program helps very-low income veteran households who are homeless or imminently at risk of homelessness gain and retain stable housing. Services provided include needs assessment, intensive housing case management, assistance accessing VA benefits and financial assistance.

### PROGRAM SERVICES

The Supportive Services for Veteran Families program provides short-term supportive services to participants to help them obtain and/or retain stable housing in 90 days. The program uses a Rapid Rehousing approach, meaning the program's priority is to support participants in developing a permanent housing option.

Intensive case management is the primary service provided. In certain cases, case management may be augmented by temporary financial assistance. This assistance is used to help with expenses related to securing housing, for example rental assistance, security deposits, utility deposits and other related expenses. It should be noted that financial assistance is limited in amount and cannot be guaranteed.

### FY19 FUNDING

In 2014 Pathways Vermont was awarded a subcontract from SSVF at UVM to provide case management and housing services for a Supportive Services for Veteran Families grant awarded by the Department of Veteran Affairs. The SSVF program operates in all 14 counties in Vermont.

|  | Total     |
|--|-----------|
| SSVF at UVM Department of Veterans Affairs Grant | \$442,473 |
| Private Funding                                  | \$15,000  |

**FAST FACTS\*:**

**345+**  
VERMONT VETERAN FAMILIES HOUSED

**245+**  
INSTANCES OF HOMELESSNESS PREVENTED

**220+**  
CHILDREN SERVED

\*Through 2018





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## Client Testimonials

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Jen, a veteran of the Navy and a mother of two, moved into her new apartment in Burlington this month after experiencing homelessness in Vermont since the beginning of the year. She has been working with Brendan (pictured right), a Service Coordinator with our Supportive Services for Veterans Families (SSVF) program in the Chittenden area to secure housing.

Jen and her partner struggled to find employment in Barre and spent a couple of months living in a tent in their friend's backyard. From there they moved to a shelter and eventually ended up living out of their car.

Jen was referred to Pathways Vermont's SSVF program through Easterseals. Jen describes her initial meeting with Pathways Vermont as a glimpse of hope. "It was like the first spot of hope. At that time I didn't know what I was going to do. We couldn't get into the shelter, there was no room. It was heartwrenching. At least we had a car. If we didn't have a car I don't know what we would have done."

The SSVF team and Jen worked together to find her housing for about 5 months. Brendan helped Jen make her appointments and fill out proper paperwork. Finally, on Friday, August 10th Jen had the keys to her new home. Now with a roof over her head, Jen feels she can begin to look towards the future. "I see us on our own and contributing to the community in a positive manner. I see myself being independently sustained."

When asked how it felt to move into her new home Jen stated, "It was amazing. It was surreal. It didn't really hit me until the kids were here and we were all together in our own space." Jen has plans to volunteer within the local Burlington community and is excited to be able to devote the majority of her time to being a mom.

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"I've been in Vermont for 25 years. I came up here with my mother and cared for her for a number of years. I've now been in Bellows Falls for the last 13 years. I've always been involved in historical things. I've been a member of the Grafton and Bellows Falls Historical societies and I am the Curator here at the Adams Grist Mill in Bellows Falls. This grist mill was built in 1831 and is interesting because this is one of the few industrial museums in Vermont. With the help of volunteers, we keep this going.

As a result of an accident, I was hospitalized. After I was released from the hospital, I had nowhere to go. I stayed here in the mill because I was homeless. I stayed at the mill until the middle of January and there is no heat. It's all the old Army training, you adapt. I served in the 2nd Armored Division during the Vietnam War period.

Through the auspices of the Veterans Administration, I found Pathways Vermont. The Pathways team has been wonderful. It's all been so positive and they've made things very easy by making resources readily available. They've helped with everything; particularly, housing, benefits, and food. Once we started looking, it didn't take very long to find a place, so I've been very fortunate.

It's nice to be able to leave the grist mill and know that you have a place to go that's your sanctuary. That's incredible. It's been wonderful to have the convenience of being a stone's throw to the center of the village.

My dream is to open all five floors of the mill to the public and ultimately get the mill to operate again. My personal goal is to one day own the mill...kind of a rags-to-riches story!" - Chris



# Pathways Vermont 2019 FACT SHEET

## Support Line

Immediate access to support, 3 pm to 6 am, 7 days a week.

## Call or Text (833) VT-TALKS

The Pathways Vermont Support Line (PVSL) is a free, confidential resource for Vermonters seeking support. We provide non-judgmental, peer-to-peer support by phone.

The creation of a statewide warm line was mandated by Act 79, the legislature's plan to redevelop the system of care following the closure of the Vermont State Hospital.

In March 2013 the Pathways Vermont Support began taking calls and providing connection to Vermonters in need. The Pathways Vermont Support Line is intended as an alternative resource for individuals who regularly contact crisis and other emergency-level services in search of support.

### FILLING AN UNMET NEED

PVSL fills a previously unmet need in the system of care: immediate access to nonjudgmental, compassionate support.

- Prior to the launch of PVSL, access to this form of support was limited to areas where local warmlines were operating. This is the first time this service has been accessible to all Vermonters.
- Approximately one-half of callers to the line identify that there is no other service they would call to meet their need.

### REDUCING CRISIS SERVICES' BURDEN

By providing a low-barrier, non-emergency level of service, PVSL prevents the utilization of resources such as mental health crisis, 911 and emergency departments. Last year alone, PVSL diverted 115 calls from emergency services.

### FY19 FUNDING

PVSL is funded through a grant from the Department of Mental Health.

|                             | Total     |
|-----------------------------|-----------|
| Department of Mental Health | \$478,000 |

### FUNDING NEEDS

PVSL is currently seeking additional funding to expand our service hours to be available 24 hours a day, 7 days a week. We estimate that PVSL needs an additional \$168,000 to make around the clock support and connection for Vermonters a reality.



### FAST FACTS\*:

32,240

COMPLETED CALLS

1,342

EMERGENCY CALLS  
DIVERTED

3,199

CALLS FROM  
VETERANS

97%

CALLER  
SATISFACTION

\*Through 2018



# CALLER FEEDBACK

"The support line is one place where I don't feel alone in the world . It's so good to be able to pick up the phone and hear an empathetic voice on the other end I call each day because I find this line very effective."

"I am really glad the VT support line exists, it is 1000 times better, you listen, and it really helps. I have gotten more help the past two weeks, then what the crisis line has done over the past two years. Thank you."

"I really wanted to end it, I was happy to feel a connection with another human that had been through so many of the same things...thank you for saving my life."

## COST IMPLICATIONS

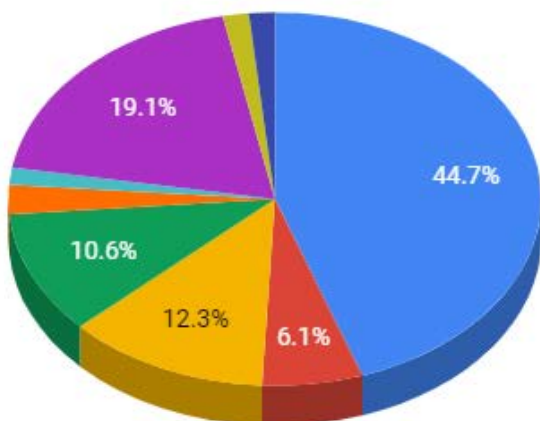
Since it's inception in 2013, the Pathways Vermont Support Line has diverted over 1,110 calls from emergency services, an average of 227 calls each year. The Support Line is an important service which has the potential to prevent unnecessary visits to the emergency department and subsequent psychiatric hospitalizations, as well as ancillary services such as screeners and emergency transportation. This not only reduces the burden on these resources, but has the potential to save state dollars, given that the majority of callers to the line have state-funded insurance.

|  |  |   |
|--|--|---|
| <b>227</b><br>CALLS DIVERTED FROM CRISIS | <b>\$692.50</b><br>AVERAGE COST PER EMERGENCY ROOM VISIT | <b>\$157,197.50</b><br>POTENTIAL DOLLARS DIVERTED |
|--|--|---|

## REASONS FOR CALLING

You might call the Support Line after a bad day at work, or a fight with a friend. You might call when you are thinking about making some major changes in your life, but aren't quite ready to have a discussion with those around you. You might call when you are feeling alone and really just want to talk with someone who care about how your day went. You can call the Support Line for any of these reasons or for any other reason you might want. We are here to listen.

- Connection
- Extreme State
- Medical
- Relationship Issue
- Spirituality
- Substance Use
- Support
- Grief/Loss
- Suicidal Feelings



In 2018, we launched an advertising campaign in an effort to reach more Vermonters across the state and to get the word out about our new texting feature. We ran advertisements on buses, local newspapers, and radio stations in every Vermont county.





# Pathways Vermont 2019 FACT SHEET

## Community Center

Cultivating community, creating alternatives & supporting resiliency.



Pathways Vermont Community Center supports individuals who are at risk of contact with crisis services due to mental health distress, addiction or trauma - but are not accessing traditional support services.

Pathways Vermont Community Center (PVCC) opened it's doors in May 2012 and has been a valued resource for individuals seeking community and alternative resources for mental wellness. Pathways Vermont Community Center is located at 279 North Winooski Avenue, in Burlington's Old North End.



### CREATING COMMUNITY ALTERNATIVES

PVCC aims to cultivate a vibrant community that supports resilience through collective learning, creative exploration and mutual support. PVCC offers a range of services including support groups, individual peer support services, supportive employment services, art and music activities, wellness workshops and a welcoming space for people to spend unstructured time with access to free Wi-Fi, public computers, snacks, tea and coffee.

### PROMOTING RESILIENCE & WELLNESS

PVCC provides alternative mental health resources within the community, including:

- Hearing Voices support groups,
- Mindfulness Meditation,
- Employment Seeker's Support Group
- Laughter Yoga,
- Open Ears, Open Mind Peer Support Circle,
- Alternatives to Suicide.

### FY19 FUNDING

Pathways Vermont Community Center is currently funded completely through the Department of Mental Health.

|                             |              |
|-----------------------------|--------------|
|                             | <b>Total</b> |
| Department of Mental Health | \$300,336    |

### FAST FACTS\*:

**11,854**

TOTAL VISITORS

**1,170**

INDIVIDUAL MEALS SERVED

**2,487**

VISITORS RECEIVING SUPPORT SERVICES

\*Through 2018



## Visitor Testimonial:

“On the first day I got [to the Community Center] I thought it was a great place. The people in here were so receiving ... it makes you just feel comfortable and relaxed. I wanted to come every day after that. It’s neat because you get to know other people in the community at the same time ...I have made new friends right here in this place and they have a great staff working here. Every time I come I try to bring snacks or some things because I feel like when I come I want to share too. Out of all the places I’ve been in Burlington, this is the one I think is the best because there’s something in this place that when you come in, you don’t want to leave. I come in at 12 and I leave when it closes. I have told friends about this place and I think this is a great program ... this idea of serving a meal here on Wednesday is right on the mark. It brings new people in sometimes and once they come one time they want to come back. The food is great and I want to start doing some cooking too but I need to take a class....It’s so peaceful here. That’s what we want people to feel when they come in here, that they’re welcome and well received and that we care for them. That’s the way I felt. That’s how they made me feel and now that I’m here, that’s how I try to make other people feel when they come in. I’m part of this family; that’s why I bring things because I want to share it.” - Howard

## EMPLOYMENT SERVICES

PVCC's employment team combines the principles of peer support with the evidence-based practice of Individualized Placement & Support- Supported Employment (IPS-SE) to help community members achieve employment goals. In addition to one-on-one employment support, the employment team facilitates one Employment Seekers Support Groups each week to allow for mutual support and low-barrier engagement in supported employment.



In 2015, PVCC was invited to join the Dartmouth Individual Placement and Support Collaborative due to its high performance in implementing the model. This relationship will not only support the strength of our Vermont-based program but will also allow the program to be involved in the ongoing development of the IPS-SE model.

196

INDIVIDUALS ENGAGED IN EMPLOYMENT SERVICES

161

JOB STARTS

261

EMPLOYER CONTACTS

## Peer Support

Pathways Vermont Community Center is staffed by individuals who identify as having lived experience with issues such as mental health crisis, trauma, substance use and homelessness. Staff are trained to provide what is commonly referred to as “peer support.” Peer Support is a service delivery distinct from traditional mental health services. The peer approach to services encourages individuals to draw from their own lived experience when supporting others. This unique approach to relationships with service recipients has been proven effective in



"I love the free coffee that is actually decent and it's a nice, chill environment. The Wednesday dinner is great as well! PVCC is a nonjudgmental and open environment!" - Shawn



engaging individuals who might otherwise avoid mental health services and at promoting hope, resiliency and well being.



# Pathways Vermont 2019 FACT SHEET

## Soteria House

An alternative path for individuals experiencing an early mental health crisis.



### FAST FACTS:

200

ESTIMATED VERMONTERS WHO WILL EXPERIENCE FIRST PSYCHOSIS THIS YEAR

\$1,862

AVERAGE NIGHTLY COST PER PSYCHIATRIC HOSPITALIZATION

\$547

SOTERIA HOUSE DAILY COST PER RESIDENT



In July 2012, Pathways Vermont was awarded a grant by the Department of Mental Health to develop a five bed residence for individuals “seeking to avoid or reduce use of medications during an initial episode of psychosis.” The creation of this program was mandated by Act 79, the legislature’s plan to redevelop the system of care following the closure of the Vermont State Hospital.

The residence was developed based on Dr. Loren Mosher’s Soteria model. This model is a non-medical hospitalization diversion that supports individuals through an early episode of psychosis focusing on interpersonal relationships and “being with” the individual in need.

Pathways Vermont Soteria House is a Therapeutic Community Residence licensed by the Vermont State Department of Aging and Independent Living. It opened its doors in April 2015.

### SPECIALIZED INTERVENTION

According to epidemiological research about the national incidence of first episode psychosis, approximately 200 Vermonters have such experiences each year.

Soteria House creates a specialized resource for early episode psychosis within the state system of care. There is significant evidence that suggests that intensive, early intervention programming can drastically improve the long-term outcomes of individuals experiencing psychosis.

### CREATING ALTERNATIVES IN THE SYSTEM OF CARE

The predominant treatment available for initial experiences of psychosis entails the prescription of antipsychotic (aka neuroleptic) medications and inpatient hospitalization. However, a significant portion of individuals going through the experience are not interested in this form of treatment and alternative forms of care are not readily accessible, especially to those with limited resources.

Soteria offers an alternative approach to the experience of psychosis by providing person-centered adaptive care. Soteria has on-site psychiatry, but treats psychiatric medication as a personal choice and offers alternative modalities, including dreamwork, breathwork, herbalism, and meditation.

### FY19 FUNDING

Pathways Vermont Soteria House is funded through a grant from the Department of Mental Health.

|                             | Total       |
|-----------------------------|-------------|
| Department of Mental Health | \$1,020,000 |



## Soteria House Staff Testimonial



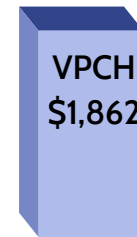
“Just as Pathways had renewed my strength in life when they rescued me from the cycle of jails and institutions, Soteria House has restored my faith in humanity. The values that are being upheld at Soteria House are allowing people to come through our home and be cared for, have their dignity restored, and given the ability to start a new life. I’ve been through the mental health system as a client since I was 18 years old, having been mistreated in grossly inhumane ways. If I had the option to stay at Soteria House instead of being admitted to the hospital I would have been spared so much hardship. Soteria House is cutting edge when it comes to the effective and humane treatment of people experiencing altered states of consciousness. Having experienced these things first hand, I can tell you with assurance that here in Burlington, in Vermont, and throughout the whole world, we are blessed to have Soteria as an alternative to hospitalization.” - Matt (left, with Katie Bourque Soteria House Services Manager)

## Expense Comparison

Psychosis is considered to be one of the most expensive mental health conditions. Frequent and long-term hospitalizations combined with high rates of disability among individuals diagnosed with a psychotic disorder carries a high price tag.

Soteria House is remarkably cost effective compared to inpatient hospitalization, largely due to its less restrictive nature. The comparative nightly costs per individual range from:

- \$1,862 at the Vermont Psychiatric Care Hospital (post-Irene)
- \$547 at Pathways Vermont Soteria House



In addition, there is a documented trend that the number of people enrolled in Social Security Disability for a psychiatric disability has exploded in recent years, growing from 1.25 million Americans in 1987 to 3.97 million Americans in 2007. Soteria House hopes to combat this trend and support individuals to go on to lead meaningful lives in the community. By focusing on abating distress, building resilience and identifying future goals, individuals are able to obtain functional recovery.

## Life At The House

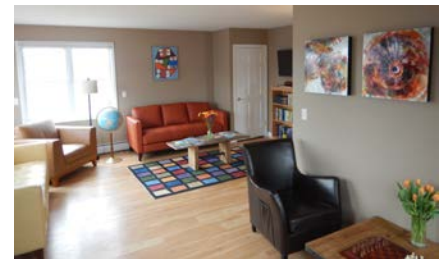
We believe that there are many approaches to well-being. Staff are available to assist residents in exploring and developing tools to support their individual wellness.

Resources offered at the house:

- Healthy nutritious information
- Creative expression – art, music, writing
- Engaging with nature
- Exercise
- Meditations, role plays, guided relaxation
- Network meetings with family and friends
- Psychiatric medication assistance (optional)



One of the five bedrooms in the house.



The downstairs open living area.



Ute with service dog Willy Wonka who comes to visit the house weekly to spend time with residents.



Soteria House staff in the kitchen where both staff and residents prepare and share meals together.

