



# FY19 Annual Highlights

## Fiscal Year 2019: July 1, 2018 - June 30, 2019

### Signature Programs: By The Numbers

Pathways Vermont's signature programs are designed to provide choice, connection, and home to thousands of Vermonters in need.



#### COMMUNITY CENTER

- Total visitors: 4,085
- Visitors receiving support services: 4,000
- Individual meals served: 1,567
- Job starts: 50
- Individuals engaged in employment services: 102



#### HOUSING FIRST

- Individuals housed: 172
- Veterans Housed: 82
- Average Retention Rate: 86%
- Average daily cost of Housing First Program: \$45



#### SOTERIA HOUSE

- Total residents: 12
- Occupancy rate: 89.6%
- Creating a new alternative to psychiatric hospitalization for Vermonters



#### SUPPORT LINE (888) VT - TALKS

- Completed calls: 9,264
- Calls diverted from emergency services; 258
- Calls from Veterans: 775
- Caller satisfactino rate: 95.3%



Gloria & Greg with Kim (HF Service Coordinator, left) in front of their new apartment!

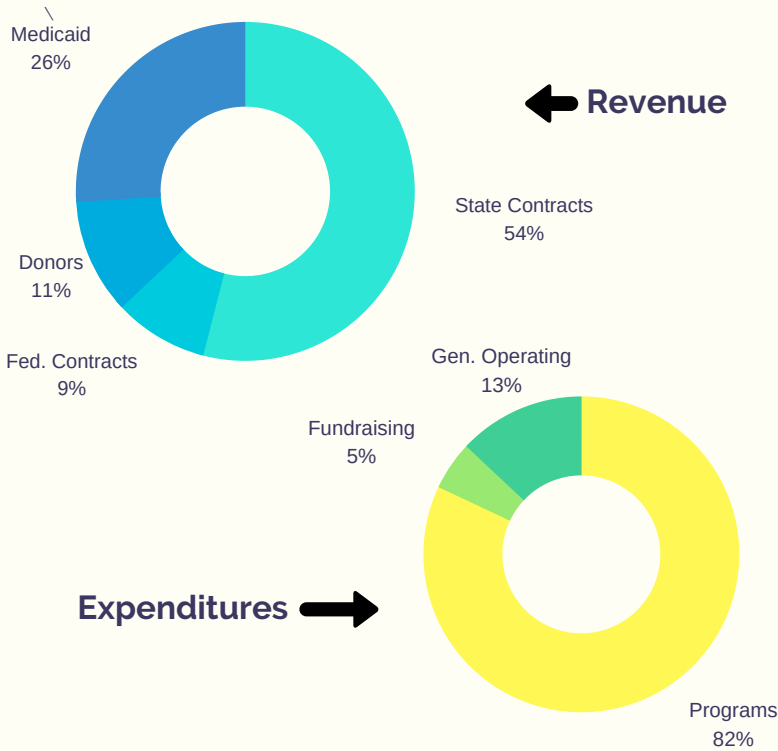


Housing First clients and staff in Washington D.C. for a conference!



Hilary (left) and Rebeka (right) with Jed, former Housing First client and current Pathways Board Member testifying at the State House!

## Fiscal Year 2019 Financials



## Board of Directors

**Maura Collins, Chair**  
Vermont Housing Finance Agency

**Wright Cronin, LCMHC, Vice Chair**  
Private Psychotherapy Practice

**Rebecca Zietlow, Secretary**  
Professor of Law

**Brenda Frank, Treasurer**  
Yankee Farm Credit

**Paul Dickin, MEd**  
Cope & Associates, Inc.

**Jane Van Buren**  
Noonmark Services

**Katherine Van Woert**

**Brenda Frank**  
Yankee Farm Credit

**Janet Sisson**

**Tim Wall**  
Three Chimney Farm

**Deborah Schapiro**  
Full Circle Communciations

**Peter Toshev**  
dealer.com

## A Fresh Start

*Desiree has been working with our Housing First Department of Corrections Program for over 6 months and is now full of hope for her future. Below, she reflects upon her life's journey up until this point.*

"I grew up in West Berlin, Vermont. I loved growing up here. It was nice to be able to go outside and run around. I was fortunate enough to grow up with a family who had a lot of land, a pool, even a trampoline. It was kind of hard though because when I was 7 I had to go live with my grandparents because my mom had a problem with addiction.

When I was fifteen, I dropped out of high school and I moved up to Burlington with my boyfriend and that's when I got into heroin. I found out I was pregnant when I was seventeen years old and was helped to get onto methadone. I had my son one month before my eighteenth birthday. After he was born I moved back home with my grandparents.

I continued to be sober for about a year and a half and then I started using cocaine and relapsed. My family got involved and ended up taking my son. My life at that point became very hard and there were points where I really didn't care if I lived or died. I felt like I had nothing left to live for. I started committing petty crimes to support my drug addiction and that went on for about a year. I ended up in jail because I had racked up so many charges.

Every time I would get out of jail I would try to live with family but it just wouldn't work out very well because there were always drugs around. I started looking into what other options I had for housing. I enrolled in a program where they placed three women in a one bedroom apartment. We shared one bedroom among the three of us and that was just horrible. One of them was getting high all the time and the other was a big drinker, stuff was even stolen.

I ended up back in jail and then my caseworker told me about Pathways Vermont's Housing First Department of Corrections Program. What I liked about it was that it focused on people with mental health challenges, they have a lot of support for their client's mental health. I met with the Intake Coordinator, Amos and they found me an apartment soon after. They picked me up from jail and that's when I met Sandra (Pathways Washington Service Coordinator) for the first time. She is amazing.

The Housing First Program is really great because they tailor their services to my needs. I receive case management services and I meet with their psychiatrist on a regular basis. I actually have my own apartment so I don't have to worry about the influence of others or my belongings being taken. I'm doing a lot better now after being involved with Pathways. When I have been in a crisis they have gone the extra mile to help me.

I'm excited that I can finally settle down and actually live a normal life; get a job and have a home to come back to. Without Pathways I don't think that would be possible."



## 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

**44% HAVE EXPERIENCED HOMELESSNESS**

**78% HAVE EXPERIENCED MENTAL HEALTH CHALLENGES**

**21% HAVE BEEN INVOLUNTARILY HOSPITALIZED**

**22% HAVE ATTEMPTED SUICIDE IN THE PAST**





# Help make a difference!

Each year Pathways Vermont transforms the lives of thousands of individuals struggling with mental health and other life challenges by creating access to choice, connection, and home. Help us expand our impact and meet the needs of Vermonters!

Pathways Vermont has been providing innovative and transformative services for 10 years!

We need YOUR help to continue our work to advocate for expanded funding for the Housing First and Support Line Programs!



## Housing First

Housing ends homelessness. It's that simple. Bring Housing First services to the underserved areas of Rutland and Bennington Counties!



Pathways Vermont's Housing First Program currently serves Addison, Chittenden, Franklin, Washington, Windham, and Windsor counties.



Individuals experiencing homelessness:

Rutland- 96

Bennington- 77

- A budget increase of \$580,000 would provide Pathways Housing First services to Rutland County.

- For \$390,000 we can serve Bennington County

## Support Line

Providing anonymous, non-judgemental support for all Vermonters. Help us provide this vital lifeline 24 hours a day, 7 days a week!

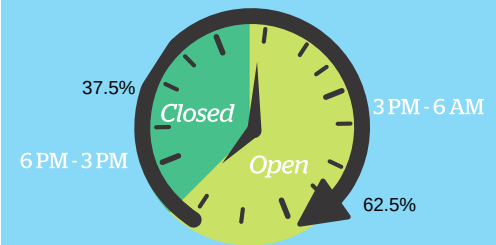


Since 2013 the Support Line has diverted over 1400 calls from emergency services.



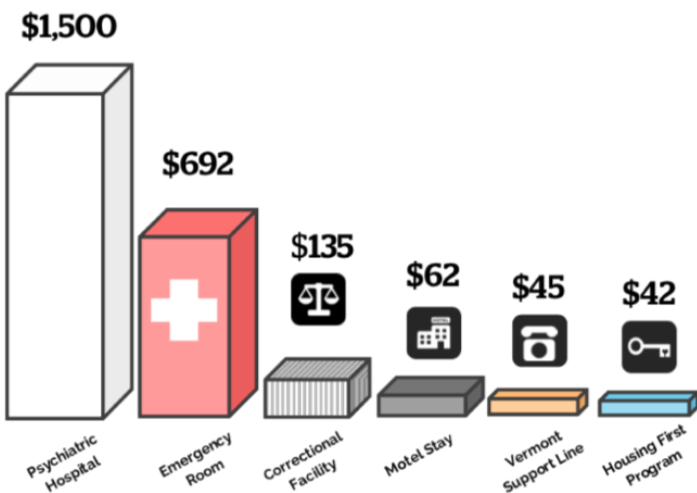
We estimate this has saved state taxpayers upwards of \$1,000,000!

We know many Vermonters struggle throughout the day, including hours that the Support Line currently isn't funded for.



Cost for expanded hours: \$223,000

## Comparative Daily Cost



## A Direct Cost Comparison of 129 Individuals

The graphic below 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.

