



# Haven for Hope

- ☀️ Campus officially opened April 26, 2010; became fully operational June 30, 2010
- ☀️ Offers housing, transformational and life-saving services for men, women and children experiencing homelessness in Bexar County
- ☀️ On September 30, 2019, **1,029** people were living on the Transformational Campus. The **1,029** include 405 *single men*, 172 *single women*, and 452 *Family Members (includes 167 adults and 285 children)*.
- ☀️ The total residents include:
  - Haven's Residential Centers (Men's, Women's & Family Dorm) – 575
  - Family Emergency Services – 46 families (62 adults & 113 children)
  - Direct Referral Program (DRP) – 76 men;
  - CHCS' Integrated Treatment Program (ITP) – 80 men & 61 women;
  - Next Right Steps (NRS) Program – 43 men & 12 women; and
  - Thrive Program – 7 individuals
- ☀️ **Since opening, over 5,002 people have exited the transformational campus and moved to permanent housing**
- ☀️ After one year, 88% of people that exited with a housing placement did not return to homelessness
- ☀️ The average length of stay for individuals staying at Haven for Hope for the last twelve months (Sept. 2018-Aug. 2019) was 137 days for single people and 100 days for families
- ☀️ Controlling for population increase, the downtown homeless count has decreased by 80% since 2010

## San Antonio Homeless Point-in-Time Count - Downtown Count



April 26, 2010  
 H4H Grand Opening

- ☀ Job placement and training programs are proving effective
  - **Over 3,094 individuals have attained employment since opening**
- ☀ **184 partners** provide over 300 services
  - **71** Campus Partners who provide regular services on Haven's campus. **25** have offices on campus; **11** are Universities;
  - **83** Referral Partners who provide services to our members at their own sites;
  - **30** Community Partners – partners that we have a strong relationship with (e.g. COSA, STRAC, SARA, EMS, School districts etc.)
- ☀ The **Ambassador Program** is comprised of Haven residents who give back to the community through volunteer service work. Since their inception in August 2012, more than 1,626 Ambassadors have volunteered on over 109 service projects. During the month of September, our Ambassador team worked at the House of Neighborly Service over three weekends. During this time, they worked on both the exterior and interior of the facility by refinishing, painting, pressure washing, removing old flooring, and moving furniture in the building and adjacent to the Church to set up temporary offices. In addition, the House of Neighborly Service enquired about hiring one of our Ambassadors for a part-time custodial/grounds person and hired him. The estimated value contributed to this work is \$5,289.44. Since their inception, the total value contributed by the Ambassador Program is \$323,144.
- ☀ **Volunteers** play a large role at Haven – on average there are 1,000 volunteers working on the campus each month serving in various ways (individuals and groups)
- ☀ The Restoration Center built by Haven for Hope, which opened in April 2008 with \$6.1 million in State funding, provides critical sobering & detoxification services
  - *Over 50,000 individuals have received life-saving services*
  - **Approximately \$96,740,478 documented cost avoidance for City & County jails, emergency rooms and court rooms in first eight years of operation (2008-2015)**
- ☀ **Recovery & Wellness Program** – Between November 2017 and January 2018, The Center for Health Care Services merged the In-House Recovery Program (IHRP) and the In-House Wellness Program (IHWP) which resulted in the creation of the Integrated Treatment Program (ITP). The ITP combines substance abuse and mental health into one treatment program. The ITP is a 120-day program but can be shorter or longer depending on client needs. In September 2019, 7 men and 10 women successfully completed the program and have transferred to either permanent supportive housing, the Next Right Step program, Oxford homes, or into dorms at Haven for Hope.
- ☀ Better Use of County Tax Dollars
  - *In 2009, the year prior to Haven opening, there were 41,460 jail bookings. In Haven's first year of operation there were **3,323 fewer jail bookings**. Jail bookings in 2018 were **5,360 less than in 2010**. The decrease could be attributed to the implementation of the SAPD IMPACT teams, Haven's Jail Release Program, and The Center for Health Care Services' Jail Diversion Program. The current data for the daily cost to house someone in the Jail is \$50 per day and the cost to house someone in the Bexar County Mental Health Unit is \$211 per day.*
  - *In July 2014, the University Health System, The Center for Health Care Services, Bexar County, and Haven for Hope created the Jail Release Program (JRP) to reduce jail*

recidivism, reduce preventable hospital inpatient admissions and emergency room visits, and improve life circumstances for JRP participants. Since its inception, over 300 JRP participants have completed the program and were housed in the community by Haven. Additionally, when comparing JRP participants prior use of emergency room visits and hospital admissions against their use during the program, the data reflects a significant reduction in visits, with this reduction resulting in a cost savings of almost \$80,000 per JRP participant.

In September 2019, the JRP had enrolled 13 new participants and 62 participants remain enrolled in the program. During September, a total of 9 individuals successfully completed the program and were housed by Haven. For the same timeframe, 2 participants were rearrested.

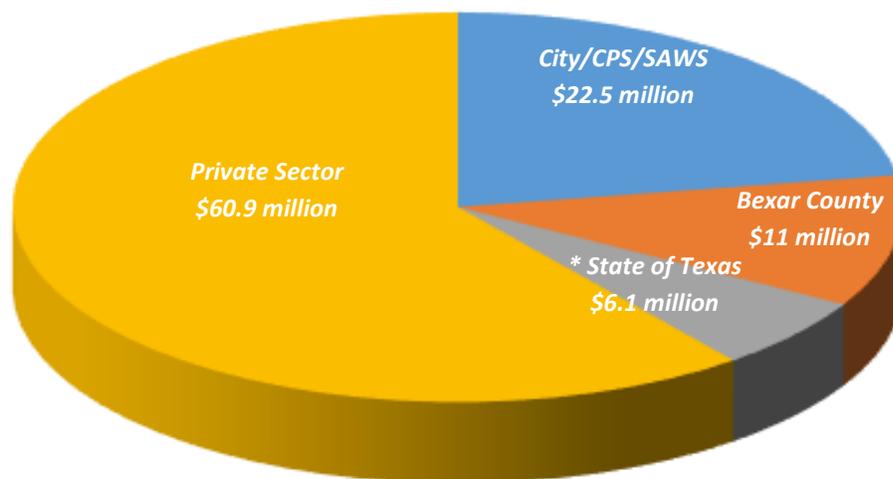
☀ Better Utilization of City Resources

- The Restoration Center creates cost efficiencies because the San Antonio Police Department can quickly divert public inebriates to the Center instead of detention facilities. Officers can also quickly divert injured prisoners to the Center’s on-site minor emergency clinic instead of the hospital ER, thereby saving time they once spent in emergency rooms. According to the Center for Health Care Services, the combined estimated **value of getting those officers back on the street is approximately \$2 million per year.**

☀ The Courtyard is a safe sleeping area for those unwilling, unable or waiting to participate in transformation programs

- Average overnight count for last three months (July-Sept. 2019) was **580** with a high of **668**
- Average served during the day for the last three months (July-Sept. 2019) was **722**, with a high of **821**
- Over **7,989** people moved from the Courtyard into higher levels of residential care, including ITP, and other forms of supportive and/or permanent housing, since Haven’s opening in 2010. Over the past 12 months, the number of individuals was **1,163**.
- The Haven Veteran Team reported that there were 14 enrolled and verified Veterans in the Courtyard on September 30, 2019 and a total of 42 on the campus as self-reported. For the last twelve months (Oct. 2018-Sept. 2019), the HMIS report reflects the total number of enrolled veterans was 363.

**\$100.5 million Haven for Hope Construction Funding**



- ☀ Over 40,000 quality medical, dental and vision care services provided annually to Haven for Hope and the public.
- ☀ More than 300 different U.S. cities have visited the campus from various states
- ☀ 61% of the funding for the \$100.5 million construction project came from the private sector
- ☀ Jobs created from constructing Haven for Hope
  - **190 new jobs created by Haven for Hope**
  - **Approximately 150 new jobs created by partner agencies**
  - **465 Construction jobs**
- ☀ Haven for Hope's funding comes from a wide range of sources

**Haven for Hope Operational Budget - FY 2019- \$20,366 (K's)**

