



# 2005 Annual Report

## THE HEALING PLACE OF WAKE COUNTY

A non-profit 501(c)3 rescue, recovery, & rehabilitation facility for homeless men with alcohol & drug addiction that opened on January 15, 2001. This report is for the men's program only.

**NUMBER OF HOMELESS POPULATION SERVED**—in 5 years of operation, **260,594 beds of shelter** provided with **54,961 beds of shelter in 2005** alone to different homeless men age 18 & older

**OUR AVERAGE DAILY POPULATION**—**150 clients in 2005**

**THE POPULATION PROFILE**—from a “Point In Time” survey that counts all homeless on one particular day. Demographics may change slightly, but the data is consistent:

**Average age: 41 years (range is 19-64 years of age)**

<b>Race: African American—39% of the population</b>	<b>Caucasian—52% of the population</b>
<b>Hispanic —4% of the population</b>	<b>Other—3% of the population</b>
<b>Veterans—19.5% of the population</b>	<b>Dual Diagnosis—27% of the population</b>

**THE HEALING PLACE STAFF**—**22 full-time & 6 part-time employees** provide services to an average of 150 men per day, 24 hours a day, 7 days a week. **Residents in Phase II help run our program:**

- Check-in of over-night shelter guests
- Food preparation
- Laundry service
- 24-hour security force
- Clothes Closet distribution
- Transportation
- Telephone duty at front desk
- Building & grounds maintenance

Clients who complete the first 2 parts of the program & transition into Phase II can volunteer as assistant staff who coordinate the Planning Room & teach the Recovery Dynamics classes. The opening of the Women's Center in 2006 will increase staff by almost 100%.

**AVERAGE PROGRAM LENGTH**—in 2005, **250 days** or a little over 8 months.

**PROGRAM SUCCESS**—by December 2005, **314 men successfully completed the recovery program** & entered PHASE II, our program's transitional section where we help them find employment & independent housing. PHASE II also helps men transition back into society, while maintaining their sobriety. Of 314 clients who completed the program, 262 entered Silver Chip status, moving into independent housing & working. Forty-eight of 71 men who completed Phase I last year are currently sober one year later—a **68% success rate**.

### PROGRAM COSTS

- In 2005, costs = \$24.93 per client per night
- In 2003, costs = \$23.09 per client per night,
- In 2004, costs = \$23.18 per client per night
- In 2002, costs = \$23.47 per client per night

The 5-year average cost per night per client = \$23.66. According to the NC Department of Correction, incarceration cost for a medium custody facility = \$60.54 per client per day.

**HOUSING & EMPLOYMENT**—an Employment & Housing Outreach Coordinator has produced solid results in the community. In 2005, 100% of clients who completed the program are employed & housed.

**HOUSING**—approved housing for graduates: (1) local apartments; (2) half-way houses, such as Oxford Houses, which are sober living environments; (3) 5 rental homes whose owners rent to our clients exclusively; & (4) 2 homes, whose owners had no prior affiliation with our program.

## OUR 2005 CLIENTS' EMPLOYMENT HIGHLIGHTS

2—Certified Nursing Assistants in Health Care	1—custodian for Wake County Schools
2—refrigeration repair	7—construction
6—warehouse staff at NC Farmer's Market	1—life insurance sales representative
3—maintenance for a filtration company	4—auto mechanics
4—restaurant or food service workers	3—employed at The Healing Place

**OUR FOOD SERVICE**—an average of 450 meals each day for an annual total of 164,250 meals. Food costs are \$.58 per meal per person.

**OUR OVERNIGHT SHELTER**—40 beds are available each day. We are the *only* shelter to accept an intoxicated client. In addition to clean beds, clients receive toiletries, showers, & food before returning to the Wilmington Street Shelter at 6:30 am the following morning. **1,231 separate guests sheltered in 2005.**

**OUR SOBERING UP/DETOXIFICATION CENTER**—a 24 bed, non-medical facility providing 24-hour care. In coordination with local law enforcement agencies, EMS, & local businesses, the Detox Center is a viable alternative to jail for homeless addicts.

- **Homeless admitted to Detox in 2005**—776 homeless addicted men were admitted to our *Detox Center*, a 7% increase over 2004. The average age of clients in detoxification is 40.5 years of age.
- **Length of stay in 2005**—An average of 3 nights each
- **How did they get there?**
  - 62 (who would otherwise been in jail) brought by local law officers. It takes 2 officers on average 2 hours to put a man in jail. It takes less than 10 minutes to deliver a client to our *Detox Center*.
  - 164 referred by other service providers, such as hospitals & the S. Wilmington Street Shelter
  - 291 referred by their families or friends
  - 175 referred by the Recovery Community
- **Where do they go?**—Of 776 admissions, only 54 went to area hospitals. 337 or 43% of men discharged from Detox accepted a referral into *Off The Street Program*, the initial part of our program.

**OUR HEALTHCARE/SELF-CARE CLINIC**—provides basic medical services & referrals for medical care under the direction of our Health Services Director, Kathy Thomas.

- **Clinic staff**—Volunteer medical professionals provide a supportive medical environment. In 2005, **9 doctors, 2 physician assistants, 1 chiropractor, 1 family nurse practitioner, 6 nurses, & 2 other health care volunteers donated over 500 clinic hours for our clients.** Board Chair, Dr. Bob Bilbro serves as our volunteer Medical Director.
- **Our Clinic**—provides, with the Wake County Health Department, TB testing on a weekly basis plus twice a month testing for HIV & Syphilis plus educating clients about other diseases as well as healthy eating habits. Clients in Phase II are also eligible for a complete physical, with cholesterol screenings as well as PSAs.
- **How many clients used the Clinic in 2005?**—1177 total clinic visits from clients, a 15% increase in visits over 2004. The *Clinic* also provided **642 TB screenings.**
- **Women's Center Healthcare Clinic**—In late 2005, staff stocked the Women's Center medical facility.

**WHITE FLAG in 2005**—638 beds of shelter & meals provided during 44 *White Flag* nights. Begun in 2001, *White Flag* is a coordinated community effort of agencies who provide shelter to the homeless & who extend their normal services when it is too cold for people to sleep on the streets.

**GENERAL PUBLIC RECOVERY DYNAMICS CLASSES**—a required course for our clients is now available for the general recovering public. Its popularity necessitated repeat courses in spring & fall 2003 & 2004. **Average attendance in 2005 = 25 members of the outside community per session. Courses are planned for both spring & fall 2006.**

**WAKE TECHNICAL COMMUNITY COLLEGE**—provides a *Life Skills* course to help clients prepare for the program’s transitional stage—how to gain employment, save money & move into independent housing. Wake Tech also provides GED classes on campus. **In 2005, we had 10 GED graduates.**

**OUR CLOTHES CLOSET**—gives donated apparel to men in all phases of the program as well as to Overnight Shelter guests. **In 2005, over 15,000 articles of clothing were distributed.**

**OUR LEGAL SERVICES CLINIC**—is a partnership with the Wake Bar Association & District Attorney’s Office to provide relief for misdemeanor charges as well as issues with child support & felony charges. **In 2005, 4 clinics with 15 Wake County attorneys provided pro-bono services.**

**OUR PARTNERS**—we work with other agencies to provide assistance & continuity of care:

WakeMed  
 Wake County Human Services  
     S. Wilmington Street Center  
     Alcoholism Treatment Center  
     Crisis & Assessment Services  
     Cornerstone  
     Department of Public Health  
     Under One Roof  
     Communicable Disease Clinics A & E  
     Pharmacy  
 Wake County Emergency Medical Services  
 NCSU Police  
 Wake County Sheriff’s Department  
 Raleigh Police Department  
 Garner Police Department  
 Dorothea Dix Hospital  
 The Food Bank of North Carolina  
 The Interfaith Food Shuttle



Wake County Medical Society  
 Rex Hospital  
 Open Door Clinic  
 Wake County Medical Board Project Access  
 Division of Services for the Blind of NC  
 CARElina Medical Associates  
 Wake Technical Community College  
 Horizon Health Center  
 Raleigh Community Hospital  
 Wake County Re-Entry & Pre-Trial Release  
 Department of Parole and Probation  
 Wake County Community Service Program  
 Durham Veterans Affairs Medical Center  
 NCSU Department of Social Work  
 UNC School of Social Work  
 Wake County Bar Association  
 Wake County District Attorney’s Office  
 Vocational Rehabilitation

**OUR 2005 GIVING HISTORY**

- 1638 gave \$2,396,624
- 1004 or 61% = \$100 or less
- Smallest individual donation = \$1
- Largest individual donation = \$250,000
- Largest public agency gift = \$625,000 (ABC Board)
- Value of in-kind donations (furniture, toiletries, clothing, books) = \$236,530

**Who gave in 2005?—1638 donors (plus former clients who contributed \$5,890):**

- 49% (803) = new donors
- 18% (295) = 2 year donors
- 12% (203) = 3 year donors
- 10% (161) = 4 year donors
- 8% (140) = 5 year donors
- 1% (29) = 6 year donors
- .04% (7) = 7 year donors
- 51% of donors gave 2 years or more

**How does it break down?—36% (\$870,000)—government sources: Wake County ABC Board, Wake County, City of Raleigh, & State of North Carolina; 31% (\$744,500)—foundations; 24% (\$565,453)—individuals; 06% (149,798)—the faith community; & 03% (\$66,873)—businesses & corporations**

**What is the percentage comparison for our 4 years of operation?**

	2005	2004	2003	2002	2001
Government Sources	36%	60%	63%	52%	63%
Individuals	24%	17%	19%	25%	10%
Foundations	31%	09%	10%	08%	19%
Corporations/businesses	03%	09%	07%	14%	07%
Faith community	06%	05%	01%	01%	01%

**OUR FUNDRAISING HISTORY—2005: 1638 donors = \$2,396,624;** 2004: 1267 donors = \$1,906,224; 2003: 1201 donors = \$2,426,615 (includes \$1 million capital donation) ; 2002: 1008 donors = \$2,004,219; & 2001: 655 donors = \$1,862,222

**Percentage of total operating budget in fundraising—In 2005, 11%; in 2004, 11%; in 2003, 10%; in 2002, 08%; in 2001, 08%**

**FUNDRAISING VENTURES & SPECIAL EVENTS 2005**—vending machines netted over \$10,000; 2nd Annual Spring Yard sale at the new women’s center facility with more than 100 volunteers netted \$15,000; 3rd Annual Food Booth at NC State Fair manned by staff, clients, & volunteers netted \$10,000; & a new entrepreneurial division for special events has been established.

**OUR BOARD OF DIRECTORS**—serve a minimum of 3 years with an option to be re-elected to a second term. They meet monthly on the 4<sup>th</sup> Wednesday with meetings open to the public. Chairman, Robert Bilbro, MD; Vice Chairman, Scott Burkhead; Past Chairman, Greg Patterson; Secretary, Susanne Hayes; Treasurer, Jerry Bernstein, MD; & Board members: Fred Barber, Holly Bowles Blanton, Jerry Bowen, Tom Covington, Lawrence Evans, Bob Goodale, Barbara Goodman, Burley Mitchell Jr, Lou Mitchell, Greg Poole Jr, Michael Painter, & Kyle Szulik.

**OUR BOARD OF ADVISORS**—a diverse group of community leaders serving as advisors & goodwill ambassadors who meet twice annually & co-chaired by Ken Eudy of Capital Strategies & former Mayor Lucius Jones of Wendell. Members include:

Jay Allen “Al” Adams, Attorney  
Teena Anderson, BB&T  
Carol Williams Bilbro, Community Volunteer  
Les Boney, MDC  
Kevin Cain, John Rex Endowment  
Steve Coggins, Attorney  
Dr. Dana Copeland, WakeMed  
Lou Anne Crumpler, The Staubach Company  
Frank Daniels Jr, Josephus Daniels Foundation  
Dr. Margaret Dardess, UNC School of Public Health  
Richard (Dick) Daugherty, Retired IBM Executive  
Joyce Fitzpatrick, Public Relations Consultant  
Jim Goodman, Capitol Broadcasting  
Benson Kirkman, Community Leader  
Dr. Doug Knoop, BCBS of the Carolinas  
Ann McColl, Attorney  
Dr. Tom McGuire Jr, Fundraising Consultant

Bill McLaurin, McLaurin Parking  
Virginia Parker, Community Volunteer  
The Honorable Bev Perdue, Lt. Governor  
Rev. Art Ross, White Memorial Presbyterian Church  
Azalee Sain, Community Volunteer  
Ken Shivar, Businessman  
Monsignor Michael Shugrue, Roman Catholic Diocese  
Gordon Smith, Exploris  
Sherwood Smith, Retired Executive  
Oz Staley, Kennedy Office Supply  
Katherine Thomas, Progress Energy  
Ed Turlington, Attorney  
Michael Weeks, Architect  
Ed Willingham IV, First Citizens Bank & Trust Company  
Smedes York, York Properties  
Steve Zaytoun, Zaytoun & Company

**OUR WOMEN & CHILDREN’S CENTER**—opened January 2006. Located off Highway 70 on 8-acres at the end of an industrial park and bounded on 3 sides by Umstead Park at 3304 Glen Royal Road in Raleigh.

**SUPPORT FOR THE NEW FACILITY**—our \$11 million combined campaign for women & men began in July 2003 with 3 components: capital expenses for acquiring & renovating the Women’s Center; men & women’s facilities operating funds through 2006: & \$1 million for our endowment. By December 2005, \$10,500,000 was raised. In September 2005, fundraising was affected by 2 major events: support for Hurricane Katrina victims & a major donor’s adjustment of a pledge, representing a \$750,000 decrease. Board Member Kyle Szulik & her husband, Matthew, made a generous donation that enabled the Women’s Center to open in January 2006.

**OPERATING THE WOMEN’S CENTER**—as of December 31, 2005, 2 new staff members have been hired: Jo Lawson as Director of Programs & Toni Hill for maintenance with additional staff hired in January 2006.