



Annual Report to Donors 2011

In 2011, Central Outreach & Advocacy Center cared for 8,999 guests – men, women and children who were homeless or near homeless in metro Atlanta.

As a companion on the journey to recovery and stability, Central OAC provided its guests with crisis assistance, job readiness training and long-term case management.

We also served 1,387 families through the emergency food pantry operated in collaboration with our neighbor The Shrine of the Immaculate Conception. And we provided our guests with 305 appointments for dental, vision and medical care through partner agencies.

Highlights

Central OAC saw its crisis assistance services grow, both in people served and in services offered.

| Crisis Assistance | |
|--------------------------------|--------------|
| Identification Services | 1,715 guests |
| Transportation Assistance | 1,206 guests |
| Glasses – Prescription/Reading | 901 guests |
| Benefits Enrollment | 630 guests |
| Referrals for Shelter | 447 guests |
| Clothing & Shoes | 166 guests |
| Other Crisis Assistance | 1,742 guests |

| The Main Frame (job readiness training) | Exodus Journey (case management) |
|--|-------------------------------------|
| 44 guests graduated | 24 guests enrolled |
| 28 guests found new jobs | 9 guests reached permanent housing |
| | 13 guests remain enrolled |

The average number of guests served per month increased from 656 in the first six months of the year to 844 in the second half of the year. We also provided more assistance to those we saw: the average number of services per guest rose from 1.3 in 2010 to 1.8 in 2011. While the level of need reflected in these numbers is nothing to celebrate, we are pleased that Central OAC had the resources, the staff and the volunteers to keep pace with the needs of the people who came to our door in search of help.

The Main Frame had nearly twice as many graduates in 2011 as it did in 2010. In addition to the 28 graduates who found employment, another seven graduates from 2010 secured jobs in 2011 through ongoing support from the program. These numbers represent lives that have been changed, but many of our guests still face tremendous obstacles to employment such as hiring discrimination toward people with felony records.

The point-in-time enrollment capacity of Exodus Journey grew from five guests in 2010 to 15 guests in 2011 with the addition of a part-time case manager. The average time for a guest to attain income and housing stability was seven months, though more than half of the guests reached that goal in five or fewer months. Truly an accomplishment to celebrate!

Advocacy

Our leading public policy concern in 2011 was the relationship between incarceration and loss of valid state ID. Throughout the year, we documented the number of guests recently released from jail or prison without a valid ID and we gathered information on what a person without identification costs the larger system of care. These efforts received a significant boost when Central OAC was invited to join the New Southern Strategy Coalition. Representatives from 15 southern states met in November to share resources and ideas for shaping legislative strategies on a range of incarceration's costly consequences. In the 2012 General Assembly, we will begin gauging support for systemic solutions to the problem and recruiting champions for identification legislation.

Organizational Growth

In 2011, Central OAC pursued a steady commitment to clarifying our strengths and developing new partnerships to expand our impact.

Consolidating our food pantry in April with The Shrine of the Immaculate Conception allowed us to focus more resources on transportation assistance. This also provided the Shrine's sole outreach staff member with welcome administrative support. By having a benefits specialist from the Atlanta Community Food Bank onsite once a week, we increased the number of guests receiving direct assistance with applications for food stamps and family assistance. And regular visits from Community Friendship and PRO/PATH Teams from United Way increased the number of guests who were placed in transitional housing.

In October, we launched a new initiative in partnership with the Veterans Administration (VA) and United Way. Thanks to a grant from the Anderson Family Foundation, we are now ensuring that homeless veterans gain access to all of the VA's resources by addressing obstacles such as transportation, proper documentation and security deposits for housing.

Our regular, weekly volunteers grew in 2011 from 15 to 26, which also increased the average number of volunteer hours per month by 25%. We were especially glad to have more yearlong young adult volunteers and interns in 2011, including two social work interns from Clark Atlanta University. Without these dedicated volunteers, we could not accomplish our mission.

Financial Performance

2011 was also a year of financial growth for Central OAC. Gifts from individuals increased by 18% and we received more than \$100,000 in new support from Atlanta-area foundations.

| Budget Summary | |
|--|------------|
| Total Revenue | \$ 541,938 |
| Total Expenses | \$ 499,107 |
| <i>Figures are preliminary and unaudited</i> | |

Sustained by the generosity of our donors, Central OAC maintained positive cash flow throughout the year and no restrictions on services were necessary, even though MARTA costs increased in October and we bore the full cost of Georgia birth certificates throughout the year.

Total expenses included an allocation to begin rebuilding cash reserves, which were depleted in 2010 in the wake of our country's economic crisis. Total revenue included \$25,000 to establish a multi-year security deposit fund for the veterans initiative and \$10,000 designated by a foundation for 2012 outreach programs. Audited financials will be available in March 2012.

Contact Kevin Spears at kspears@centraloac.org to request a copy of audited financial statements for 2011.