



Front Steps Housing and Services
Annual Report
January 1, 2023 – December 31, 2023



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Our Mission

Front Steps Housing and Services' (Front Steps') mission is to provide permanent supportive housing and community-based wraparound life skills and behavioral health services to transform the lives of individuals and families and empower them to break the cycle and threat of homelessness. Front Steps works with St. Joseph's Commons formerly chronically homeless residents and members of the community on the verge of becoming homeless to effectively engage them in a process that helps them attend to their physical and emotional needs, restores their self-awareness and confidence, and develops the vital skills to become independent, self-sufficient, and fulfilled.

Our Principles and Beliefs

- Respect for the rights of all individuals to have access to safe, affordable housing no matter what their backgrounds or life circumstances.
- Support the realization of human potential to make positive choices, productive life changes, and valuable contributions to the community.
- Social justice and anti-racism.

Our Values

- A deep awareness of the physical, psychological, and spiritual needs of all people.
- The community's diversity and treating all individuals with compassion and respect.
- Advocating for individual opportunity and systemic change in our society.

Diversity and Inclusion

Front Steps is committed to developing and maintaining a diverse organization that reflects, is responsive to, and embraces the diversity of the individuals we serve, respecting and valuing all people. Front Steps is dedicated to serving as an inclusive, equitable and accessible organization where every client, volunteer, staff, and board member can realize their potential and where their contributions are valued. Based on these principles, Front Steps is working towards identifying needs, promoting honest discussion regarding issues of diversity, equity, and inclusion, and driving change by initiating the steps needed to build and sustain an inclusive, open, and welcoming environment. We are establishing strategies that promote the importance and value of an inclusive environment and culture by facilitating an open discussion about disparities.





FRONT STEPS
HOUSING AND SERVICES
Demographics and Conditions:
St. Joseph's Commons Residents

St. Joseph's Commons Residents Served - 79

Gender of Clients

- Males – 40 (50.0%)
- Females – 38 (48.6%)
- Transgender – 1 (1.4%)

Ages

- Under 5 years – 0 (0.0%)
- 5 – 12 years – 0 (0.0%)
- 13 – 17 years – 0 (0.0%)
- 18 – 24 years – 3 (4.1%)
- 25 – 34 years – 7 (9.5%)
- 35 – 44 years – 17 (23.0%)
- 45 – 54 years – 20 (27.0%)
- 55 – 61 years – 23 (29.3%)
- 62+ years – 9 (9.2%)

Veteran Status

- Veteran – 5 (5.4%)
- Non-Veteran – 74 (94.6%)

Ethnicity

- African American – 48 (62.2%)
- Caucasian – 26 (31.1%)
- Hispanic – 3 (4.1%)
- Native American – 0 (0.0%)
- Multi-Racial – 2 (2.6%)
- Unknown – 0 (0.0%)

Physical and Mental Health Conditions:

- Mental Illness – 68 (89.2%)
- Alcohol Abuse – 3 (2.6%)
- Drug Abuse – 20 (27.0%)
- Alcohol and Drug Abuse – 21 (35.1%)
- Chronic Health Condition – 27 (36.5%)
- HIV/AIDS and Related Diseases – 2 (2.6%)
- Developmental Disability – 5 (6.8%)
- Physical Disability – 24 (32.4%)

Number of Co-Occurring Physical and Mental Health Conditions

- None – 0 (0.0%)
- 1 Condition – 16 (14.9%)
- 2 Conditions – 20 (27.0%)
- 3+ Conditions – 43 (58.1%)

Cash Income

- No Income – 28 (56.8%)
- Income less than \$1,000/month – 44 (90.5%)



- Income greater than \$1,500/month – 7 (9.5%)

Demographics and Conditions: **Members of the Community**

Members of the Community Served: - 14

Gender of Clients

- Males – 4 (28.6%)
- Females – 10 (71.4%)
- Transgender – 0 (0.0%)

Ages

- Under 5 years – 0 (0.0%)
- 5 – 12 years – 0 (0.0%)
- 13 – 17 years – 0 (0.0%)
- 18 – 24 years – 2 (14.3%)
- 25 – 34 years – 2 (14.3%)
- 35 – 44 years – 0 (0.0%)
- 45 – 54 years – 6 (42.9%)
- 55 – 61 years – 3 (21.4%)
- 62+ years – 1 (7.1%)

Veteran Status

- Veteran – 0 (5.4%)
- Non-Veteran – 14 (94.6%)

Ethnicity

- African American – 12 (85.7%)
- Caucasian – 2 (14.3%)
- Hispanic – 0 (0.0%)
- Native American – 0 (0.0%)
- Multi-Racial – 0 (0.0%)
- Unknown – 0 (0.0%)

Physical and Mental Health Conditions:

- Mental Illness – 14 (100.0%)
- Alcohol Abuse – 2 (14.3%)
- Drug Abuse – 6 (42.9%)
- Alcohol and Drug Abuse – 1 (7.1%)
- Chronic Health Condition – 7 (50.0%)
- HIV/AIDS and Related Diseases – 1 (7.1%)
- Developmental Disability – 0 (0.0%)
- Physical Disability – 1 (7.1%)

Cash Income

- No Income – 4 (28.6%)
- Income less than \$1,000/month – 8 (57.1%)
- Income greater than \$1,500/month – 6 (42.9%)



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Demographics: **Housing Stability Clients**

Housing Stability Services Clients - 209

Gender of Clients

- Males – 75 (22.9%)
- Females – 134 (77.1%)
- Transgender – 0 (0.0%)

Ages

- Under 5 years – 0 (0.0%)
- 5 – 12 years – 0 (0.0%)
- 13 – 17 years – 0 (0.0%)
- 18 – 24 years – 4 (3.7%)
- 25 – 34 years – 41 (37.6%)
- 35 – 44 years – 29 (26.6%)
- 45 – 54 years – 20 (18.3%)
- 55 – 61 years – 28 (8.3%)
- 62+ years – 34 (5.5%)

Ethnicity

- African American – 123 (89.9%)
- Caucasian – 36 (10.1%)
- Hispanic – 0 (0.0%)
- Native American – 0 (0.0%)
- Multi-Racial – 0 (0.0%)
- Unknown – 0 (0.0%)

Cash Income

- No Income – 28 (25.7%)
- Income less than \$1,000/month – 78 (71.6%)
- Income greater than \$1,500/month – 31 (28.4%)



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Combined Demographics of the Three Populations

Housing Stability Services Clients - 309

Gender of Clients

- Males – 91 (33.5%)
- Females – 217 (66.0%)
- Transgender – 1 (0.5%)

Ages

- Under 5 years – 0 (0.0%)
- 5 – 12 years – 0 (0.0%)
- 13 – 17 years – 0 (0.0%)
- 18 – 24 years – 9 (4.6%)
- 25 – 34 years – 50 (25.4%)
- 35 – 44 years – 46 (23.3%)
- 45 – 54 years – 56 (23.3%)
- 55 – 61 years – 80 (16.8%)
- 62+ years – 68 (6.6%)

Ethnicity

- African American – 204 (79.2%)
- Caucasian – 88 (18.3%)
- Hispanic – 9 (1.5%)
- Native American – 0 (0.0%)
- Multi-Racial – 8 (1.0%)
- Unknown – 0 (0.0%)

Cash Income

- No Income – 74 (37.6%)
- Income less than \$1,000/month – 153 (77.7%)
- Income greater than \$1,500/month – 44 (22.3%)






Service to Our Clients

January 1, 2023 – December 31, 2023

Residents of St. Joseph's Commons (SJC) – Front Steps' permanent supportive housing program – continued to enjoy a warm and welcoming place to live and avail themselves of services that support them in overcoming the conditions that resulted in their homelessness and reconstruct a life that is productive and fulfilling leading to independence and self-sufficiency.

Front Steps has made a very intentional effort to reach out to community-based clients with mental illness and addictions who are living in poverty. During the period of January 1, 2023 through December 31, 2023, 96 clients – SJC residents (74) and community-based (22) – accessed Front Steps' programs onsite. Additionally, Front Steps provided housing stability services to 109 households during the second half of the year 2022. Services included:

<u>Program/Service</u>	<u>Sessions</u>	<u>Encounters</u>
Case Management and Individual Counseling	1,620	1,620
Art Therapy	46	183
Music Therapy	39	130
Intensive Outpatient Group Sessions	147	237
Residents' Council	4	45
Social Hour	48	488
Morning Reflections	53	409
Anger Management	12	68
Computer Class	20	29
AA Groups	50	757
CA Groups	52	452



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2023 Developments

Front Steps' primary goal is to provide the support and services needed to help clients become independent and self-sufficient. Success is gauged by growth and development, as well as the number of participants that gain the skills necessary to live independently in the community. Front Steps continues to aspire to achieve the following objectives:

- Enhance clients' potential to make positive life decisions, productive life changes, and valuable contributions to the community.
- Create an environment in which Front Steps recognizes the complete needs of all people. We value the community's diversity and treat all individuals with compassion and respect.
- Advocate for individual opportunity and systemic change in our society.
- Provide the highest quality programming, services, and overall management.


In 2023, Front Steps had many accomplishments to the credit of its dedicated staff. The two achievements that stand out and differentiate Front Steps from other housing and service providers include:

Third Consecutive 3-Year CARF Accreditation – In July 2023, Front Steps was informed by the Commission on the Accreditation of Rehabilitation Facilities (CARF) International that it had received its third consecutive 3-year accreditation in the following areas:

- Case Management Services Coordination: Integrated: SUD/Mental Health (Adults)
- Community Housing: Mental Health (Adults)
- Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Adults)
- Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
- Prevention: Integrated: SUD/Mental Health (Adults)

We are proud to have been recognized by CARF for meeting its internationally recognized organizational and program standards. This accreditation is indicative of Front Steps' commitment to enhance our performance, manage risk, and distinguish our service delivery.

Front Steps Housing Stability Services – The COVID-19 pandemic left many families housing unstable and economically vulnerable. They have had to endure lost income, unemployment, food insecurity, inflation, mounting hospital bills, and the risk of losing their homes. This has been more pronounced among families living with mental illness and/or substance use disorder(s). Representatives of Cuyahoga County's Department of Development awarded Front Steps a three-year contract to stabilize homes in the community and prevent homelessness. Within just six months, Front Steps worked with 109 households to bring stability to their living conditions.



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In this role, Front Steps is responsible to reach out to families that have been devastated by the after-effects of the virus and offering the following:

- Facilitate the completion of the necessary documentation and conduct a housing assessment.
- Advocate on behalf of community-based resident with the landlord.
- Provide transportation to health and housing related appointments.
- Create a realistic plan with the household for achieving housing stability.
- Assist the households with income maximization and budgeting pertaining to both current income management and resolution of past debts.
- Assist with accessing social services related to housing such as food pantries, furniture banks, and rental and utility assistance.
- Assess households for safety.
- Build and focus on existing strengths while teaching and modeling homemaking skills.
- Monitor apartments/housing to prevent eviction/removal.

Given the trauma imposed by COVID-19, existing underlying mental illness and substance use disorder(s) have been exacerbated by the additional stress. Front Steps is able to assess members of the family and recommend services that can be provided by Front Steps.



We Appreciate You

Front Steps wishes to thank the community – individuals and institutions – for its generous support and commitment to our work. We are exceptionally grateful to the individuals who made their donations to us. We would also like to take this opportunity to recognize our 2023 institutional funding partners:

Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board of Cuyahoga County

Apple Growth Partners

Bruening Foundation

Community West Foundation

Cuyahoga Arts & Culture

Cuyahoga County Department of Development

Cuyahoga County Office of Homeless Services

Daniel S. and Kathe Serbin Charitable Trust

David and Inez Myers Foundation

Dominion Foundation

Fred A. Lennon Charitable Trust

George Gund Foundation

Giant Eagle Foundation

Good Samaritan Foundation of the Sisters of Charity Foundation

Higley Fund of The Cleveland Foundation

Huntington Bank

Louise H. and David S. Ingalls Foundation

Michael Talty and Helen Talty Charitable Trust

Murphy Family Foundation

NAIOP

Ohio Department of Mental Health and Addiction Services

O'Neill Brothers Foundation

Parker Hannifin Foundation

PNC Bank

Robert H. Reakirt Equities, PNC Charitable Trust

Raymond and Rita Foos Family Charitable Foundation

Reinberger Foundation

RPM

Sam J. Frankino Foundation

Sersig/Brandt Family Fund

SK Wellman Foundation


Swagelok

Synthomer Foundation

Thatcher Fund of the Cleveland Foundation

William E Harris Family Fund

Wuliger Family Foundation



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