



Front Steps Housing and Services
Annual Report
January 1, 2024 – December 31, 2024



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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: - 668

Gender of Clients

- Males – 177 (28.6%)
- Females – 279 (71.4%)
- Transgender – 2 (0.6%)

Ages

- Under 5 years – 0 (0.0%)
- 5 – 12 years – 0 (0.0%)
- 13 – 17 years – 0 (0.0%)
- 18 – 24 years – 10 (8.3%)
- 25 – 34 years – 47 (12.3%)
- 35 – 44 years – 52 (0.0%)
- 45 – 54 years – 219 (30.9%)
- 55 – 61 years – 115 (20.4%)
- 62+ years – 6 (2.1%)

Veteran Status

- Veteran – 17 (3.4%)
- Non-Veteran – 651 (96.6%)

Ethnicity

- African American – 438 (85.7%)
- Caucasian – 210 (14.3%)
- Hispanic – 0 (0.0%)
- Native American – 0 (0.0%)
- Multi-Racial – 20 (0.0%)
- Unknown – 0 (0.0%)

Physical and Mental Health Conditions:

- Mental Illness – 134 (28.0%)
- Alcohol Abuse – 20 (9.3%)
- Drug Abuse – 25 (12.9%)
- Alcohol and Drug Abuse – 16 (8.1%)
- Chronic Health Condition – 19 (9.0%)
- Housing Stability – 252 (53.1%)
- HIV/AIDS and Related Diseases – 1 (.9%)
- Developmental Disability – 0 (0.0%)
- Physical Disability – 3 (1.1%)

Cash Income

- No Income – 60 (2.6%)
- Income less than \$1,000/month – 404 (82.1%)
- Income greater than \$1,500/month – 24 (16.9%)



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Demographics: **Housing Stability Clients**

Housing Stability Services Clients - 460

Gender of Clients

- Males – 193 (42.9%)
- Females – 277 (57.1%)
- 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 – 14 (3.7%)
- 25 – 34 years – 61 (17.6%)
- 35 – 44 years – 119 (24.1%)
- 45 – 54 years – 120 (24.3%)
- 55 – 61 years – 112 (23.6%)
- 62+ years – 34 (5.5%)

Ethnicity

- African American – 300 (89.9%)
- Caucasian – 149 (10.1%)
- Hispanic – 11 (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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Service to Our Clients

January 1, 2024 – December 31, 2024

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, 2024 through December 31, 2024, 118 clients – SJC residents (74) and community-based (44) – accessed Front Steps’ programs onsite. Additionally, Front Steps provided housing stability services to 460 in-house and community households during 2024. In house services included:

<u>Program/Service</u>	<u>Sessions</u>	<u>Encounters</u>
Case Management and Individual Counseling	1,810	1,810
Art Therapy	47	198
Music Therapy	44	152
Intensive Outpatient Group Sessions	163	301
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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2024 Developments

In 2024, Front Steps prioritized reaching more vulnerable individuals and families experiencing poverty in Greater Cleveland. Our focus was on providing comprehensive support and services to empower clients to achieve independence and self-sufficiency. Success was measured by the growth and development of our clients, particularly their acquisition of the skills necessary for independent living within the community.

Front Steps remains committed to the following core objectives:

- **Empowerment:** To enhance our clients' ability to make positive life choices, achieve meaningful life changes, and contribute positively to their communities.
- **Equity and Inclusion:** To foster an environment where the unique needs of every individual are recognized and valued. We celebrate diversity within our community and treat all individuals with compassion and respect.
- **Advocacy:** To champion opportunities for individuals and advocate for systemic changes that create a more equitable society.
- **Excellence:** To deliver the highest quality programs, services, and overall organizational management.

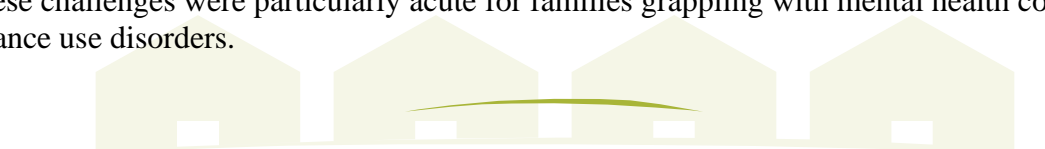
Within the last two years, Front Steps had many accomplishments to the credit of its dedicated staff. The two achievements that stand out and differentiate Front Steps from other housing and service providers include:

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: Addressing the Housing Crisis - The COVID-19 pandemic severely impacted many families, leaving them facing housing instability and economic hardship. This included job losses, unemployment, food insecurity, inflation, mounting medical bills, and the threat of eviction. These challenges were particularly acute for families grappling with mental health conditions and/or substance use disorders.



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To address this critical need, Cuyahoga County's Department of Development awarded Front Steps a three-year contract to stabilize housing within the community and prevent homelessness. Over the course of the contract, Front Steps successfully supported 460 households in achieving housing stability.

In this role, Front Steps provides comprehensive support services to families impacted by the pandemic's aftermath. These services include:

- **Housing Assessments & Advocacy:** Conducting thorough housing assessments and advocating on behalf of residents with landlords to prevent evictions.
- **Support & Navigation:** Providing transportation to essential appointments, assisting with housing-related applications (e.g., rental assistance, utility assistance), and connecting families to vital resources like food pantries and furniture banks.
- **Financial Stability:** Assisting families with income maximization, budgeting, and debt management strategies.
- **Life Skills Development:** Focusing on existing strengths while teaching and modeling essential homemaking skills.
- **Safety & Well-being:** Conducting safety assessments and addressing the exacerbation of mental health and substance use challenges often triggered by the pandemic's stressors.

Front Steps plays a crucial role in helping families overcome the devastating impacts of the COVID-19 pandemic and rebuild their lives with stability and security.



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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

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Thank you for your support



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