

REFLECTIONS



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Supportive Housing Manager Clarissa Garcia

Shelter Manager Roger Clark

Education & Employment Manager
Mabel Cabrera

Facilities & Housing Manager
Diana Garcia

Mobile Outreach Case Manager Tony Mack

Message from the Board President and Executive Director

We've seen a lot of changes at our agency over the past year as we continue to serve our population of men who are experiencing homelessness. Part of the transformation was a rebranding and a name change to ImmaCare Inc. Much thought went into our new name, which combines the legacy of our previous name, Immaculate Conception Shelter & Housing Corporation, with the care we show for all we serve. The name change came about as a result of hiring a professional consultant to work with us on a strategic plan, with support from the Hartford Foundation for Public Giving.

We continue to diligently work toward moving our shelter out of our Park Street church location to elsewhere in the city. Our work to vacate the church location has gone through a number of iterations over the years, with starts and stops and a few unsuccessful deals. Thankfully, we have moved to a purchase/contract stage on our current planned shelter site in the North End of Hartford. We are excited to begin this new chapter in our operations and serve our clients in an updated and modern facility in the coming years.

This year, we also offered to be the Greater Hartford area's men's triage center for the Coordinated Access Network (CAN), which is mandated by the Federal Department of Housing and Urban Development (HUD) and the State Department of Housing. ImmaCare serves as the central point of contact for any men found to be of immediate need of shelter by the 211 CAN Call Center and helps them find an opening in an area shelter.

Separately, due to the many policy changes at both the state and federal levels, this past year the Department of Housing (DOH) rebid all of their funded shelters in the state, including ImmaCare's emergency shelter. Though there were some nervous moments, we ended up with positive results from our request for proposal (RFP) and achieved some of our internal goals, including the fact that we are now open 24 hours a day, seven days a week, year-round for the first time in our more than 30-year history. Not only do we feel this is more humane to clients, it allows our staff more opportunities to interact and assist in ending a person's homelessness. As part of the RFP, we also were able to bring the ratio of case management for our clients from 38 to 1 to 25 to 1, reducing case load by 33 percent, and thereby allowing case managers to work toward achieving the housing goals expected of emergency shelter providers by the DOH.

With generous support from the Connecticut Health and Educational Facilities Authority, we purchased a new vehicle for our Outreach Case Manager, allowing him to safely go into the woods, along the river banks and other places to provide basic necessities to those homeless individuals living outdoors.

As we continue to transform ourselves, we took a historic step and participated in the Medicaid Institute for Supportive Housing Agencies (MISHA) training program over the course of ten months. We are in our first steps in exploring becoming an accredited Medicaid provider. Part of this process includes our working toward CARF accreditation (Commission on Accreditation of Rehabilitation Facilities). We have a team of staff working diligently to accomplish accreditation sometime in 2016. This is an intensive process and requires many policy reviews and modifications, but thus far has been a worthwhile investment as we try to improve our personcentered care.

While how we operate and where we operate is subject to change, our mission remains the same -in partnership with the community in which we live and work, we will continue to work to prevent
and eliminate homelessness for those we serve. To that end, we've brought on several new and
enthusiastic board members to advance our cause.

As always, we thank you for all you do to support our work and for your generosity over the years. Sincerely,

John Mayo

Board President

Executive Director

Louis Gilbert

Meet Monthly Donors: Harold & Ineffie Sargent

About nine years ago, Harold and Ineffie Sargent experienced one of the most difficult periods in their lives. Although painful, their experience inspired them to support others and help improve the city both have called home their entire lives.

The Sargents involvement with ImmaCare Inc. began when their two sons became engaged in Hartford's drug scene. What began as "dabbling" for the two young men soon evolved into a way of life. After reaching what Mrs. Sargent describes as the lowest point in their youngest son's drug use, he began staying at ImmaCare's shelter and received support through the agency's programs and case management services (the older son moved to Massachusetts where he was able to find help and achieve sobriety).

ImmaCare's staff referred their younger son to local treatment groups that helped him achieve sobriety. Mrs. Sargent asserts that the programs and wraparound services offered by ImmaCare provided her son with treatment more effective than anything he had tried previously, leading to his longest span of sobriety.

The Sargents were not only impressed by ImmaCare's facilitation of their son's treatment, but also by the agency's holistic approach to ending homelessness. After his time at the Shelter, housing become available to him at Casa de Francisco, ImmaCare's program-based supportive housing apartment building. The Sargents worried for their son while he lived in the Shelter, and were relieved when housing was offered to him.

It was during this period about nine years ago that Mr. and Mrs. Sargent made the decision to donate monthly to ImmaCare Inc. Mrs. Sargent was grateful for the services that were provided to her son and wanted to support others in need of the same services. When asked why they donate monthly for as long as they have, she said, "Why not? It's the least we can do to not only help those in need, but to help the city become a

better place for all of us."

For more information on becoming a monthly donor, please contact Director of Development Teresa Wierbicki at 860-724-4823 ext. 103 or twierbicki@immacare.org.

Casa de Francisco

Keep ImmaCare in Mind When Planning for the Future

The generous support of our donors plays a crucial role in the achievement of our mission. Incorporating ImmaCare Inc. in your will and estate planning or giving a gift via bequests, life insurance and retirement plan assets is an excellent way to help ImmaCare prevent and eliminate homelessness in the Hartford region. For more information or to make arrangements, please contact your attorney, financial advisor, or contact ImmaCare's Director of Development, Teresa Wierbicki at 860-724-4823 ext. 103. ImmaCare Inc. is a 501(c)(3) nonprofit agency. Our tax ID number is 22-3121606.

A Life Transformed

"John" is currently a Residential Counselor at ImmaCare Shelter. a role he acquired in 2012 after nearly a lifetime of struggling with homelessness and substance abuse.

At the age of 15, John was kicked out of his home. For more than a decade he lived in abandoned buildings, on the streets, with friends and was in and out of prison. John admits that he made bad choices during this part of his life (including selling and using drugs) and associated with people who negatively impacted his well-being.

When he began staying at the shelter in 2000, John was 34 years old and had finally begun receiving the help he had needed for so many years. "The only people who ever helped me were Immaculate [now ImmaCare] staff," said John.

After living in the shelter for seven years, on and off, John was finally able to afford his own apartment where he lived until 2009. As is often the case, he once again began to take part in dangerous behaviors he fell to in the past. John said that this period of his life, "caused me to lose my apartment

and finally come to the realization that enough was enough."

He made a life decision to become substance-free, without the traditional methods used to detox. In his words, "I did it cold turkey!" Toward the end of his prison sentence John was approached by representatives from the Connecticut Prison Association who asked him to take part in their program. He completed the program as well as his sentence, ready for a new life on the "straight and narrow."

After prison he stayed at a probation house, which he credits with helping him to stay away from drugs, away from negative influences and reintegrate into society. While there, he was contacted by his former Case Manager, Roger Clark, who by then was the Shelter Manager. Mr. Clark was particularly impressed with John's help as a bilingual translator during his stays at the shelter and suggested that John apply to work at the shelter as a residential counselor.

Three years later, John continues his work with the Shelter. He now lives in Hartford, pays his own rent and bills,

and even has his own car. Although much in his life has changed. John makes sure to remember where he came from and pass on what he has learned to current shelter clients. "I like to see the clients I work with at the shelter with their own success stories, moving on and into their own apartment." He went on to say, "It can be done. It's about how badly you want it and having someone take a chance on you. Once you stop doing drugs, doors open up for you."

He credits ImmaCare and Roger Clark in particular for helping him get to this point. "I'm forever grateful to Roger Clark for giving me that helping hand. ImmaCare's the only place that's been there. Even when my mom passed away, he came to the wake and was there for me." He goes on to say: "I wouldn't trade the life I'm living now for the life I had before."

John is proud of all he has overcome and accomplished. By far, he is most proud of the healthy relationships he now has with his three adult children and three grandchildren.

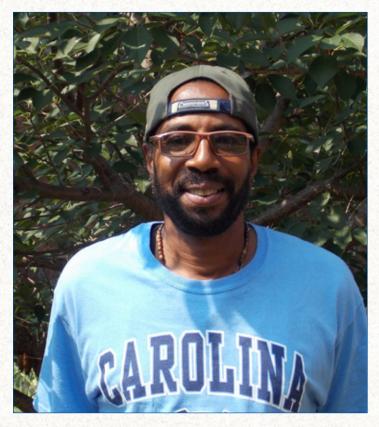
IN 2014

Unscheduled and underfunded amount of time the Shelter remained open due to inclement weather from Nov. 25, 2013-March 31, 2014.

Number of unique individuals served in the Regular and No Freeze Shelter Programs.

26,175 Number of lifears served and propared 2, in to individuals in both the Regular and No Freeze Shelter Programs. Number of meals served and prepared by Food Groups

Paying it Forward



Dennis George has the proud distinction of being one of the first tenants of Casa de Francisco (CDF), ImmaCare's 50-unit, state-of the-art supportive housing apartment building. His journey with ImmaCare began more than 20 years ago after he separated from his then-wife. Following the separation, Mr. George was without a place to live or a job, so he began staving at ImmaCare's Shelter.

When Mr. George was offered housing at Casa de Francisco in 2010 it was not only a blessing, but a huge relief. "I was on a waiting list for housing for seven years. I waited and watched lots of other people get housed," he said. Although waiting to be housed was frustrating, it appears that his patience has paid off and he is very happy in his current living situation.

What Dennis George likes most about living at CDF is the sense of security he has in the building. It is equipped with a video security system and the front desk is staffed by an attendant at all times. He also appreciates the facility's affordable rent and the modern amenities each of the apartments are outfitted with.

At CDF, Mr. George is making the most out of his experience by regularly participating in multiple groups offered by the Supportive Housing program that promote self-improvement and teach "daily living" skills. Some of the groups he attends focus on topics such as coping skills, overall wellness and even cooking.

He also expresses his appreciation for all the support he has received by giving back. He maintains: "I'm very grateful for the [supportive housing] program because it saved my life." Most notably, Mr. George has given back to the ImmaCare community by assisting tenants at CDF who have disabilities and moving other clients into scatteredsite apartments. From time to time he also helps the Mobile Outreach and Shelter programs with grocery shopping and tends the Community Garden.

Dennis George also credits ImmaCare's staff with helping him reach his goal of becoming housed. He refers to them as "the greatest," and says that his overall experience with ImmaCare has been "excellent."

Percentage of housing clients who remained housed.

 $62^{0\!/\!o}$ Percentage of housing clients have been housed for three or more years

75% Percentage of housing clients who have a medical home and are registered with a primary care provide.

STATEMENT OF ACTIVITIES SEPTEMBER 30, 2014

Support and revenue: Grants and contracts	0.666.600
Contributions	108 061
Contributions	100,201
Special events	43.611
Program service revenue	67,948
Special events Program service revenue Casa de Francisco tenant rental payments Interest and dividend income	85,953
Interest and dividend income	1,554
Miscellaneous income	2,008
Total support and revenue	3.185.502
**	<u> </u>
Expenses:	
Program services:	1 001 604
Supportive housing programs Emergency shelter services Casa de Francisco	1.052.014
Casa de Francisco	819, 687
Total program services	3,194,335
Management and general	177,948
Total expenses	110,110
Total expenses	(302.891)
Other changes:	(0 - =, -) =)
Insurance proceeds	
Change in unrestricted net assets Changes in temporarily restricted net assets: Grants and contributions	(302, 891)
Changes in temporarily restricted net assets:	00 000
Net assets released from restriction	99,200
Change in temporarily restricted assets	40.926
Change in temporarily restricted assets	(261,965)
Net assets, beginning of year	<u>10,066,193</u>
Net assets, end of year	9,804,228
STATEMENT OF FINANCIAL POSITION SEPTEMBER	30 2014
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ASSETS	
Current assets:	
Cash	179 750
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Grants receivable	153,571
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Trust in Healing

"Victor," who is in his 50s, had been experiencing homelessness for ten years. For many years, Victor struggled with alcoholism and, due to his struggles, had spent time living under bridges. The Mobile Outreach Case Manager met regularly with Victor during this time and offered him food and clothing. While Victor was happy to accept the food and clothing, he was guarded and did not open up to the Mobile Outreach Case Manager.

The Mobile Outreach Case Manager suspected that the client was struggling with some undiagnosed mental health issues. During one of the HOPE Team (Department of Mental Health & Addiction Services team of mental health workers) meetings, the Mobile Outreach Case Manager discussed Victor's situation and his belief that the client would benefit from some therapy. The HOPE Team agreed to meet Victor. He was still quite guarded but, after several visits by the team, he began to open up. The team worked closely with the client for several months, ultimately diagnosing and prescribing medication that began treating Victor's mental health condition. He also began drinking less.

With his mental health struggles easing, and less alcohol in his system, Victor was able to apply for SSDI (Social Security Disability Insurance) and receive assistance in finding housing. He has been housed since 2014 and says that he attends selfhelp meetings three times a week and only drinks one beer a day. The Mobile Outreach Case Manager continues to check on Victor and reports that he is doing much better.

IN 2014...

Number of unduplicated individuals served through **Mobile Outreach**

35-50 Age group most served by Mobile Outreach Program

As of September 30, 2014, ImmaCare, Inc. owed CHFA and the City of Hartford a total of \$10,240,000 for the construction of our Casa de Francisco apartment building. ImmaCare, Inc. has recorded funds received from CHFA and the City of Hartford as temporarily restricted contributions per auditor and governmental agency instruction. Additionally, ImmaCare, Inc. has not accrued interest expense on the loan because it expects to be in compliance with all loan requirements such that the interest will be forgiven.

COMMUNITY/CORPORATE SUPPORT

AAD Services, LLC **Abrantes Bakery Advanced Benefits Strategies**

Aetna Foundation, Inc. Bank of America

Beatrice Fox Auerbach Fdn. Fund

Beth Schiro Fund **Bob's Discount Furniture Charitable Foundation**

Brown Rudnick LLP Bushido Karate Academy Capitol Strategies Group, LLC

Carmon Community Funeral Homes, Inc.

CFS Steel Company CLSJ Foundation Inc

Composit Lodge #22 - Free & Accepted Masons

Connecticut Health and Educational **Facilities Authority**

Connecticut Housing Finance Authority

DeMarco Management Co.

Eleven Inc.

Ensworth Charitable Foundation

Fisher Foundation, Inc.

Foodshare, Inc.

Fox Laminating Company

Goodwin College

Harry E. Goldfarb Family Foundation Hartford Foundation for Public Giving **HCC Global Financial Products**

Hillside Automotive Center, Inc. Honorable Order of the Blue Goose

Hurricane Marketing Enterprises, LLC Imperial Plumbing Co., Inc.

Initial Step

J. O'Brien & Associates, LLC

Joev's Pizza Pie Journey Home

Ken LePage Woodworking, Inc. Knights of Columbus 3600 Levin, Powers & Brennan, LLC

Lucien & Katherine E. Price Foundation MassMutual Financial Group McCarter & English, LLP

McDonald Family Trust Melville Charitable Trust

Microsoft Matching Gifts Program

Network For Good New Britain Rock Cats Newman's Own Foundation Occupy Hartford Resource Trust

Park Hardware

Partnership for Strong Communities

Paul B. Bailey Architect Paul V. Wierbicki LLC

People's United Insurance Agency,

RC Knox Division

Radiology Associates of Hartford

Redd-Flower Foundation

Reynolds Charitable Foundation

Roncari Express

Ryan Business Systems, Inc. Shipman & Goodwin LLP

Southside Institutions Neighborhood Alliance

Stanley D. and Hinda N. Fisher Fund

Su Seguro Inc.

Swindells Charitable Trust

The George A. and Grace L. Long Foundation The Maryann Loprete Memorial Foundation The Rita B. & Walter M. Murphy Fund, Inc

The Walker Group

Tony Marzano Heating & Plumbing Co. Inc.

Tootin' Hills School Towercare Technologies, Inc **Travelers Community Connections**

Trinity College United Technologies

United Way of Coastal Fairfield County United Way of Central and Northeastern CT

UnitedHealth Group University of Hartford USA Hauling & Recycling, Inc.

Webster Bank

West Side Marketplace Whittlesey & Hadley, P.C.

William and Alice Mortensen Foundation

William H. Hall High School

COMMUNITIES OF FAITH

Archdiocese of Hartford Asylum Hill Congregational Church

Church of Holy Family Church of Saint Ann Church of Saint Brigid Church of the Incarnation

Corpus Christi Social Action Committee East Granby Congregational Church

First Church in Windsor **Incarnation Church**

Pentecostal Tabernacle Apostolic Church

Saint Bartholomew Church Secular Franciscan Order Sisters of Mercy Northeast Inc

St. Augustine Church St. Bernard's Church St. Bridget Youth Ministry St. Christopher Church

St. Gabriel St. James Church St. Mary Catholic Church

St. Paul Roman Catholic Church

St. Peter Claver Church

St. Robert's Church

St. Thomas Seminary St. Elizabeth Seton Church The Congregational Church

in South Glastonbury

West Avon Congregational Church Westminster Presbyterian Church

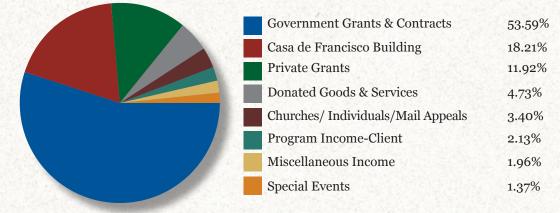
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City of Hartford Department of Health and **Human Services**

Federal Department of Housing and **Urban Development**

State Department of Housing State Department of Mental Health & Federal Emergency Management Agency **Addiction Services**

INCOME SUMMARY OCTOBER 2013 THROUGH SEPTEMBER 2014



Transitioning from Client to Staff

In just two years Calvin Hankerson has transitioned from being an ImmaCare Shelter client struggling with addiction and a propensity for criminal activities, to a shelter employee. Mr. Hankerson (who is now a Residential Counselor) was living in Bridgeport, CT when he relapsed and became homeless. Because he was deeply embarrassed about his situation, he refused to ask any family in the area for help. Instead, he decided to seek help elsewhere, and returned to his hometown of Hartford for shelter and treatment.

During his first few months at the shelter,

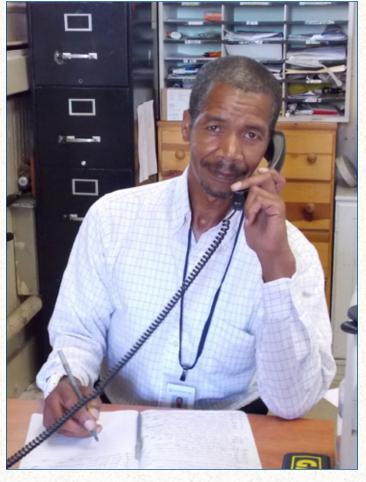
Mr. Hankerson was arrested for shoplifting and went to detox centers multiple times. Although he continued to partake in drugs and crime, he seemed to make a positive impact on ImmaCare's Shelter staff who soon gave him an opportunity that completely changed his life. He was asked by Shelter Manager Roger Clark and Shift Supervisor Michael Grace if he was interested in taking on laundry duties at the shelter.

"The responsibility changed my whole life, I had a new lifestyle," said Mr. Hankerson. The new role provided him a stable routine and gave him something to look forward to each day. He learned to be more accountable for his actions, and began to disengage from unhealthy activities.

After two months, Mr. Clark suggested that he consider becoming a Shelter Intern through ImmaCare's Education and Employment Program. Shelter Interns perform many of the same job responsibilities as residential counselors. Some of these tasks include: searching bags, setting up and breaking down tables for meals, writing incident reports and making referrals to hospitals, detox centers and mental health facilities. After two successful interviews he was given the position.

Over the course of the next nine months, Mr. Hankerson's life completely changed. "It was an enjoyable experience. I completely stopped using and taking part in criminal activities," he said. He realized he couldn't effectively implement certain policies at the Shelter if he was taking part in the same activities he was prohibiting others from doing. It was time to make permanent change.

After completing the internship, Mr. Hankerson was hired as a Residential Counselor. He currently resides at the Shelter as he makes efforts to someday have an apartment of his own. "I feel blessed to have been hired as an employee. I'm still enjoying it tremendously;



when I help them, I help myself," he said. The feeling of accomplishment his current responsibilities and rejoining the workforce has afforded him has helped him to once again feel good about himself.

Although Mr. Hankerson has made great strides toward self-improvement, he feels there is more work to be done: "I'm back where I want to be...but I'm still in the process of putting myself back together."

IN 2014...

Education Employmen

Number of participants engaged in Education & Employment program during program

21% Percentage of clients in the program were able to secure jobs and move out of the shelter

ImmaCare Inc. presents a special screening of the film *Homme Less* followed by a Q & A with Protagonist, Mark Reay and Director, Thomas Wirthensohn



Please join us for a special RED CARPET screening of the documentary HOMME LESS at Hartford's Spotlight Theatres while supporting ImmaCare Inc. (formerly Immaculate Conception Shelter and Housing Corporation).

ABOUT HOMME LESS: During the day, Mark Reay walks Manhattan's streets in expensive designer clothes and works in both the fashion and movie industries. He appears to be living the American Dream. But at night, the dream looks more like a nightmare when he returns to the rooftop shelter he sleeps in each night. In the documentary HOMME LESS, viewers are given a glimpse into Mark's life as a man who is secretly homeless. The film also explores how a home can impact a person's sense of dignity and humanity, how we create facades to appear better off than we actually are and the lengths some will go to in order to pursue a dream. To view trailer visit: www.homme-less.com



What:

Screening of Homme Less followed by Q & A with Mark Reay and Thomas Wirthensohn

When: Wednesday Nov. 4, 2015

7:00pm - 9:00pm / Doors open at 6:00pm

Place: Spotlight Theatres

39 Front Street, Hartford, CT

Tickets: \$25

All proceeds go to benefit ImmaCare Inc.

(\$14 of each ticket is tax-deductible)

To purchase tickets, visit: www.lmmaCare.org

For more information, contact Director of Development,

Teresa Wierbicki: 860-724-4823 x 103

This very special evening would not be possible without the support of:









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ABOUT IMMACARE

Since 1981, ImmaCare, formerly Immaculate Conception Shelter and Housing Corporation has been providing emergency housing and shelter services to thousands of homeless individuals. We focus on men who are most vulnerable, including those with debilitating illnesses, such as such as heart/lung disease, kidney/liver failure, or HIV/AIDS or other health issues, alcohol or drug abuse problems, and mental health issues.

MISSION

ImmaCare Inc. strives to eliminate homelessness in the Hartford region, while building a more vibrant community, by creating safe and affordable housing options and increasing the skills, income and hope of those who struggle with housing crisis.

ImmaCare's service delivery is based on a Housing First model informed by a public health, harm reduction framework. Home is seen as a right and a foundation upon which fragile, broken and vulnerable individuals can, with proper supports, focus on improving the quality of life.

PROGRAMS

Mobile Outreach, Emergency Shelter Permanent Supportive Housing and Education and Employment.

Within these four components, ImmaCare offers shelter, food, clothing, referrals for medical and mental health services, case management, referrals for addiction services, entitlement assistance, education and job training and housing services.

For more information on ImmaCare or to find out how you can help, call Teresa A. Wierbicki, Director of Development at (860) 724-4823 x 103.