



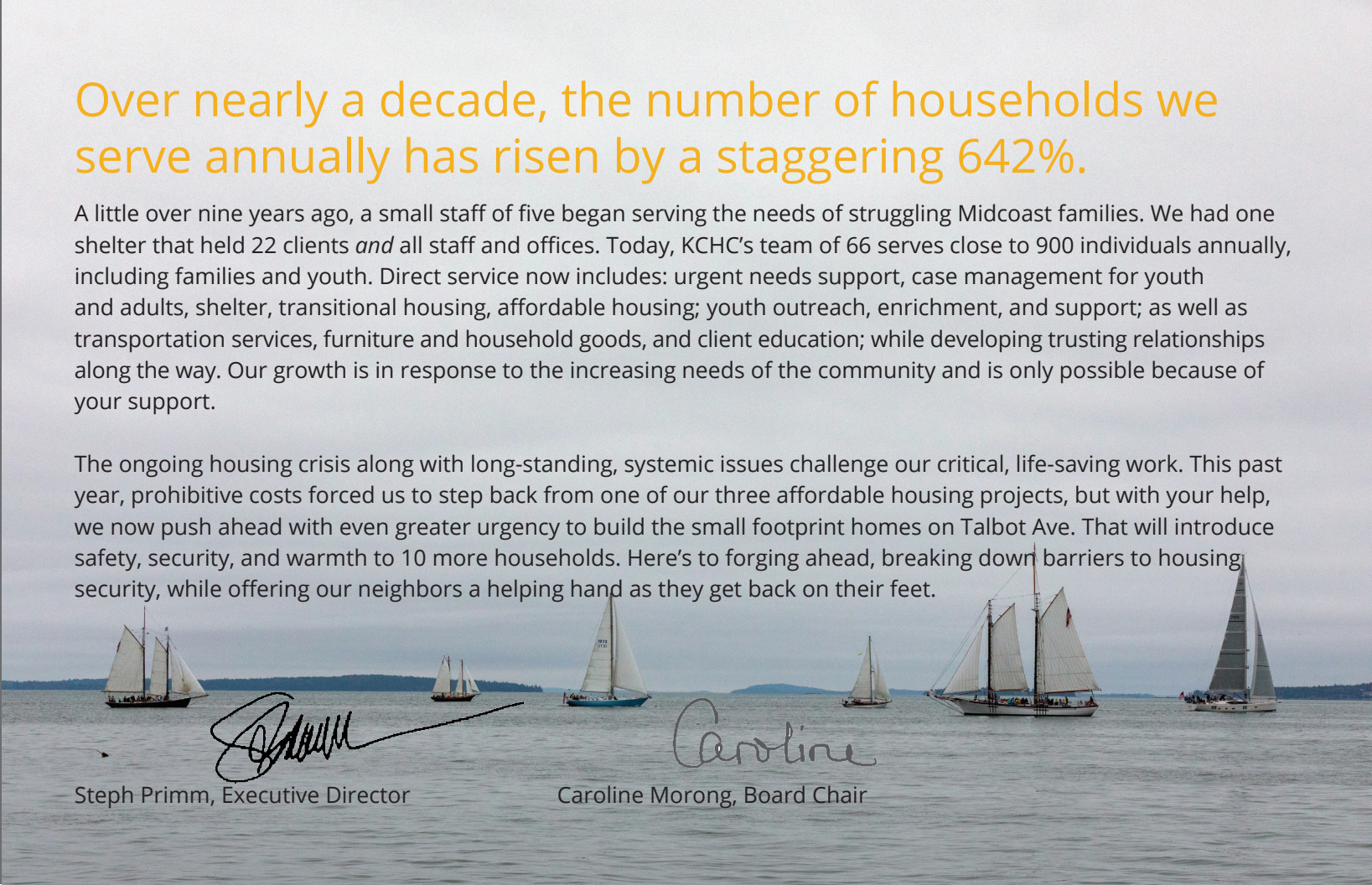
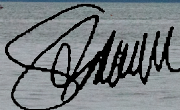
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KNOX COUNTY HOMELESS COALITION  
Midcoast Community Impact Report

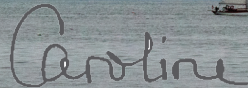
# Over nearly a decade, the number of households we serve annually has risen by a staggering 642%.

A little over nine years ago, a small staff of five began serving the needs of struggling Midcoast families. We had one shelter that held 22 clients *and* all staff and offices. Today, KCHC's team of 66 serves close to 900 individuals annually, including families and youth. Direct service now includes: urgent needs support, case management for youth and adults, shelter, transitional housing, affordable housing; youth outreach, enrichment, and support; as well as transportation services, furniture and household goods, and client education; while developing trusting relationships along the way. Our growth is in response to the increasing needs of the community and is only possible because of your support.

The ongoing housing crisis along with long-standing, systemic issues challenge our critical, life-saving work. This past year, prohibitive costs forced us to step back from one of our three affordable housing projects, but with your help, we now push ahead with even greater urgency to build the small footprint homes on Talbot Ave. That will introduce safety, security, and warmth to 10 more households. Here's to forging ahead, breaking down barriers to housing security, while offering our neighbors a helping hand as they get back on their feet.

A background image showing several sailboats of various sizes on a body of water under an overcast sky. The boats are scattered across the horizon, with some closer to the foreground and others further away. The water is calm, and the sky is a uniform greyish-blue.

Steph Primm, Executive Director

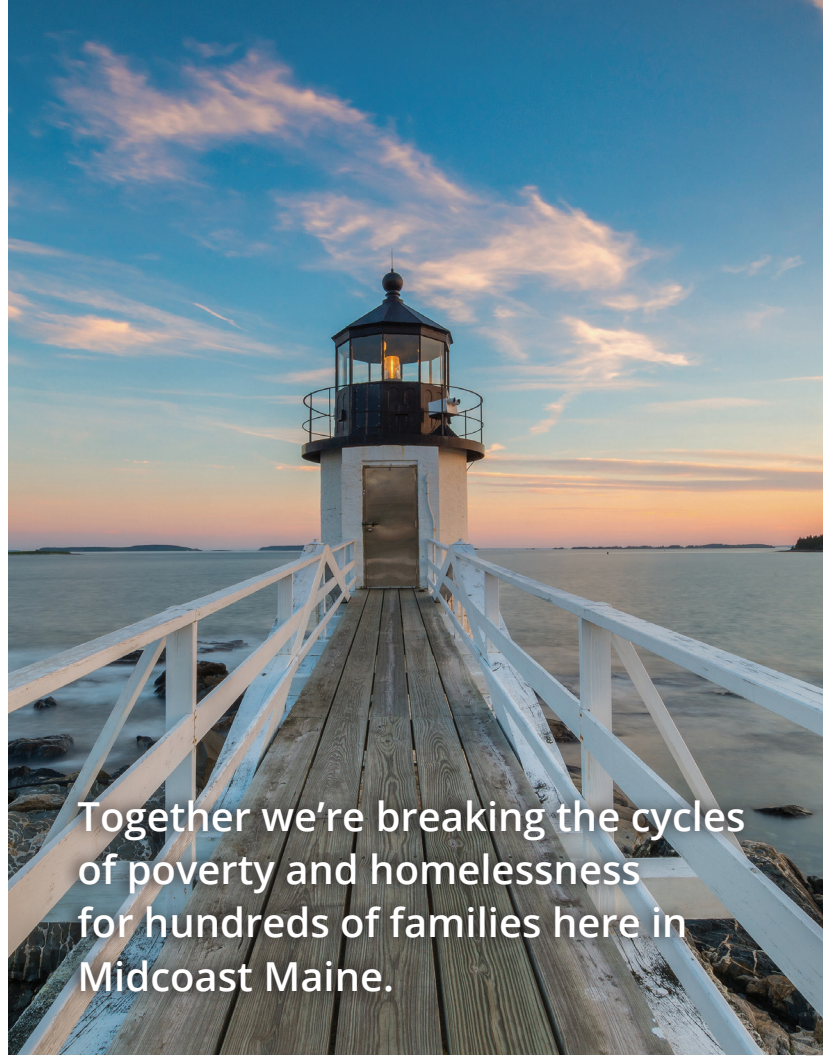


Caroline Morong, Board Chair

The beauty of the Maine Coast  
living your best life  
Great jobs  
Quality childcare  
And schools



The way life should be  
Vacationland



Together we're breaking the cycles  
of poverty and homelessness  
for hundreds of families here in  
Midcoast Maine.

The beauty of the Maine Coast is hard to see when you're not  
living your best life but surviving from day to day.  
Great jobs are hard to find.  
Quality childcare is impossible if you work nights.  
And schools are seeing the highest levels of  
mental health issues in years.



The way life should be or  
Vacationland for the 860 people that sought  
help from KCHC last year.

*106 individuals found housing in  
2022 — 51% more than 2021*

*In 2022 folks moving out  
of the Midcoast area to find  
housing was up 71%*

*In 2022 a mere 24% of those  
we served qualified for partial  
reimbursement for services*

*We provided 4,114 nights of safe  
shelter at Hospitality House*

# People in Maine experiencing homelessness tripled from 2021 to 2022. Nearly half of those households have at least one child.

## LAST YEAR IN MAINE

- **420,158** households were unable to afford the median home price of **\$334,000**.
- **39,716** households were extremely low income renter households (*meaning they made between 0-30% of the area median income*), of which
  - **77%** spent more than **30%** of their income on housing, and
  - **58%** spent more than **50%** of their income on rent.
- **51** affordable and available rental units existed for every 100 extremely low income households, which was a statewide shortfall of **19,264** units.
- Evictions were up in 2022 by **22%**. The majority of those were “no-cause” evictions when properties were sold.



Being 8 years old  
Living carefree  
It's a joy  
It's good memories  
It's friendships  
It's a wonderful childhood

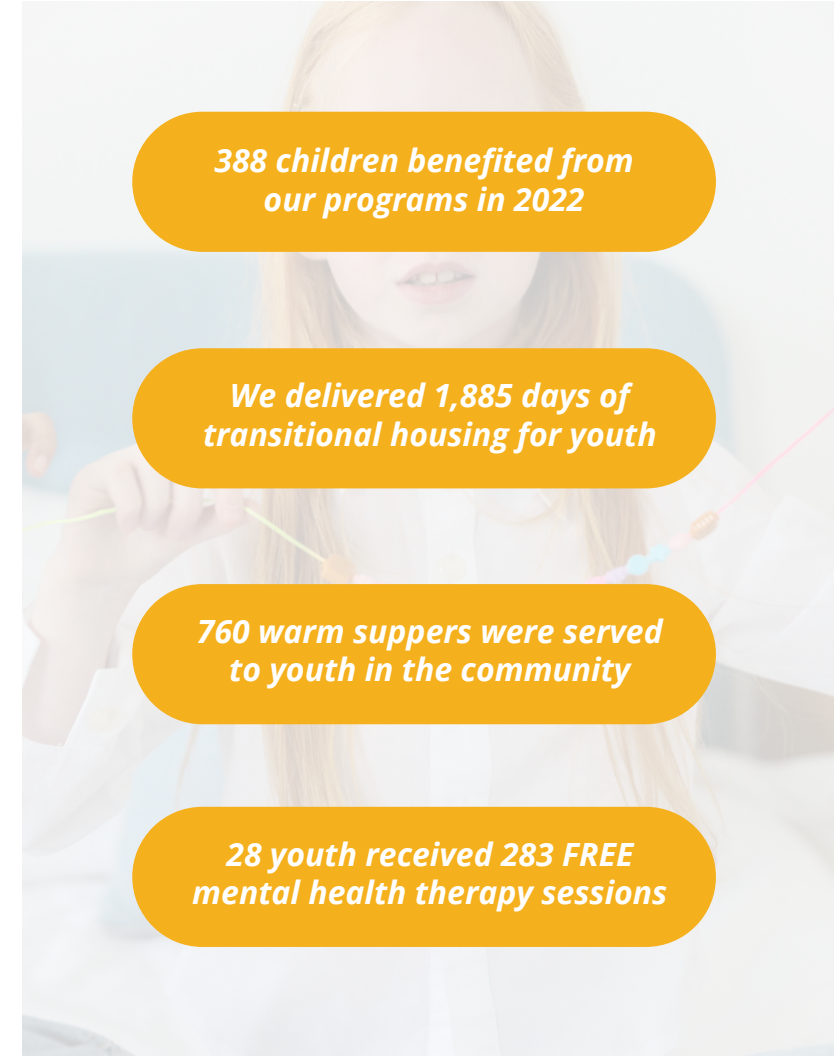


She has a  
hopeful future!

**Igniting hope and supporting  
resiliency—we are committed to  
collaboration as we achieve  
enduring solutions.**



Being 8 years old and homeless—  
Living carefree is a life she'd never know.  
It's a joy she'd never feel.  
It's good memories she'd never have.  
It's friendships she'd never make.  
It's a wonderful childhood that would pass her by except  
for the fact that you stepped in.  
After building trust and  
accessing necessary resources  
fighting chance at a  
hopeful future!



*388 children benefited from  
our programs in 2022*

*We delivered 1,885 days of  
transitional housing for youth*

*760 warm suppers were served  
to youth in the community*

*28 youth received 283 FREE  
mental health therapy sessions*

# Here's how we did it

## **EXPANDED YOUTH PROGRAMMING**

### **THE LANDING PLACE YOUTH CENTER**

Youth enjoyed backyard programming and Makerspace and community minded job opportunities. We provided free warm suppers, clothing, and hygiene supplies as well as access to bikes, snacks, and trusted company.

### **CASE MANAGEMENT SERVICES FOR YOUTH**

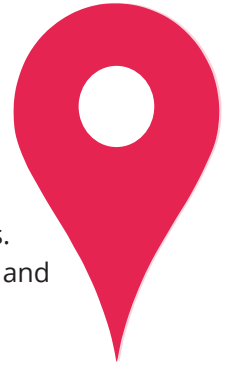
We brought youth and adult case management teams under one roof and added additional youth-focused case workers bringing us up to three focused on 16-24 year olds helping them break generational patterns of poverty and housing insecurity. We worked with 32 additional youth and young adults in 2022 representing a 146% increase over 2021.

### **YOUTH OUTREACH EFFORTS**

We continue to collaborate with all area schools, churches, and social groups to help address the needs of youth in the area. In 2022, a collaboration with Community Care in Bangor allowed us to add a youth outreach worker to increase support for youth experiencing housing insecurity in Waldo County.

### **INCREASED FREE MENTAL HEALTH SERVICES FOR YOUTH**

Through our contracted therapist, we continued to expand the number of sessions of free counseling available to youth struggling with mental health issues in the region.





# SHELTER SOLUTIONS FOR INDIVIDUALS, FAMILIES & YOUTH

In addition to bringing our case management teams together, we also restructured the oversight of our shelter and residential programs. In 2022 Jess Dorr took on the role of Residential Programs Director. Jess's successful programming at Hospitality House has helped hundreds of families build confidence, and sustainable, hopeful lives. She is now using her expertise to help guide all of our current and future shelter and residential initiatives.

## HOSPITALITY HOUSE FAMILY SHELTER

We provided 4,114 nights of safe supportive shelter in 2022. Each family that stayed with us called our shelter home for an average of four months.

## THE TRANSITIONAL LIVING PROGRAM STUDIO APARTMENTS

This remains the only transitional shelter solution for emancipated minors and young adults between the ages of 18 and 21 in the Midcoast. Five individuals moved through the program last year averaging a stay of just over nine months each. Two graduates from the program are now attending college. Another participant became employed and was able to move into a traditional apartment and purchase a car thanks to a savings program we developed that gives youth options they previously never thought possible.



## OVERNIGHT YOUTH RESPITE SHELTER

The groundwork for this pilot program began in 2022 with modifications at our 63 Park Street location. The downstairs, which is currently used as office space during the day, will be transformed to have staffed emergency overnight solutions for youth ages 16-24. We anticipate opening in the summer of 2023.



**SUSAN WAS WORKING 40-50 HOURS A WEEK LIVING IN A TRAILER WITH NO UTILITIES** while

trying to save enough for a modular home.

She and her daughter eagerly watched the well and septic go in. Then supply chain issues pushed delivery back, forcing Susan to accept

interest rates that were now double what they were when the house was originally expected.

The bank demanded an additional \$18,000 up front, or would foreclose, repossessing her land to cover the well and septic. Thanks to your support, our team was empowered to do the right thing even in the face of insurmountable odds. The KCHC team pulled out all the stops, finding enough resources to make Susan's dream a reality for herself and her daughter.

**WE MET JAMES A FEW YEARS AGO, AND QUICKLY GOT A CLEAR PICTURE OF THE HEARTBREAKING CHALLENGES HE WAS FACING.** James, his

chronically ill grandmother, an uncle who suffers from mental concerns, and three younger siblings all lived in a very small, 1-bedroom apartment.

When James's failing grades last year put his participation in the Trekkers Colorado trip at risk, Grandma encouraged him to begin tutoring sessions at The Landing Place. With our help, and his hard work, he was able to turn his entire school year around. He attended the trip and is now looking forward to being a class representative and student leader.



Names and identifying features have been changed to protect client confidentiality.

**AFTER BEING IN AN EMOTIONALLY AND PHYSICALLY ABUSIVE RELATIONSHIP FOR YEARS WITH HER CHILDREN'S FATHER, ZARIA DECIDED IT WAS TIME FOR A CHANGE.**

She was forced to quit a job she loved after six years of employment when her ex-partner used their vehicle as a tool to control her movements. For a short time after the breakup she moved in with his family—a decision that was not sustainable. Zaria decided it was time to forge her own path as a single mom.

With the help of KCHC's Case Management program, Zaria was able to secure a subsidized housing rental unit locally. She and her case manager worked together to identify local funding resources to fix her personal vehicle, allowing her to pursue stable employment again. She applied for and was awarded temporary assistance to support her children while looking for a job. Zaria is learning how to budget her finances with a personal bank account that she controls, while pursuing therapy to help her process the past decade of her life so she can be the best mom to her kids. She has worked hard to experience the independence that she now has.



Lives transformed because of you

# COMPREHENSIVE CLIENT-CENTERED CARE

## URGENT NEEDS COORDINATION

Developed in response to overwhelming need, our philosophy of doing the right thing, and a belief that anyone empowered enough to ask should receive help. Our full-time urgent needs coordinator offered real solutions such as blankets, gas cards, and food, *and* would answer the phone with real compassion. We were able to help 27 households find housing solutions—while on the waitlist—before having to enter case management.

## CASE MANAGEMENT SERVICES FOR INDIVIDUALS AND FAMILIES

Our 15 case managers brought on 100 new clients and their families, representing 401 households and 860 individuals from infants to seniors in 2022. Once again, the number one reason for homelessness continues to be the combination of the inability to afford the available housing or leases not being renewed.

## HOUSING NAVIGATION & EDUCATION

We were part of Maine Housing's Rapid Rehousing pilot for the 2nd year. Our housing support specialists liaise with landlords, utilizing special funding to bridge gaps between market rate rentals and what income-based subsidies will cover. Clients who access this program also participate in enhanced renter education in budgeting, how to care for their living space, and more.

## AFTERCARE STABILIZATION SUPPORT

Often the hardest work—learning the skills for self sufficiency—begins after people find housing. Our team works with individuals long after move-in day to help them achieve their education, employment, transportation, and health and wellness goals. The percentage of clients still housed more than a year later rose 2 percentage points to 97%.



A gentle smile and  
a clean golf jacket  
The iconic grandpa  
He and his wife were spending time  
at a local motel



He would do anything for her  
The love of his life



**Fostering safety through trust  
— we offer compassionate care,  
delivered with dignity and respect,  
empowering individuals and  
strengthening our community.**

A gentle smile and  
a clean golf jacket  
The iconic grandpa  
He and his wife were spending time  
at a local motel



He would do anything for her  
The love of his life

down turned eyes, he arrived in  
wringing his hands—embarrassed.  
—he just couldn't afford his rent.  
—the last 18 months—  
but COVID emergency rental assistance  
would soon run out.  
He'd never been in this situation  
medical needs  
couldn't survive living in a car  
because of her oxygen needs.

*333 urgent needs inquiries  
resulted in 167 immediate  
needs being met*

*We drove 23,195 miles for client  
jobs, appointments, and errands*

*We distributed 2,192 free items  
from furniture to coats to cars*

*Our clients accessed nearly  
22,813 nights of COVID funded  
emergency motel stays in 2022*



# AFFORDABLE HOUSING SOLUTIONS

2022 kicked off our five-year strategic plan with affordable housing solutions as one of our top 5 priorities. The affordable housing landscape has been more challenging than we expected, with rising construction and operating costs outpacing federal affordability indexes.

## WARREN STREET DUPLEX

After two years of navigating federal funding streams to purchase this duplex, we welcomed our first tenants into the home. Being landlords for the first time has allowed us the unique vantage point of seeing the rental market through both the eyes of the landlord and the tenant—our client. Through our housing projects, we can offer the scaffolding needed to help tenants become successful renters.

## TALBOT AVENUE PROJECT

Talbot finally received planning board approval last year. When the costs for the Madelyn project surpassed the threshold that made sense for the 18 approved units, we pivoted and were able to transfer the county ARPA funding we'd been pledged to the Talbot project, allowing us to get the project off the ground more quickly.

# TRANSPORTATION

## HOME, HELP & HOPE ON WHEELS

With a fleet of 5 vehicles, including a truck, we now have the capacity to transport clients, assist them with moving, and pick up furniture from donors and deliver it.



She's the first to work  
and the last to leave.  
she never invites us over  
She never wants to go out  
with us.



She's so  
unfriendly

Thanks for creating a supportive  
community within which all  
families and individuals have the  
opportunity for housing and a  
sustainable, productive life.



She's the first to work and the last to leave. She never invites us over. She never wants to go out with us.



She's so unfriendly. She's afraid someone will find out. She's not she's just trying to get by. Thankful she even has a roof over her head.

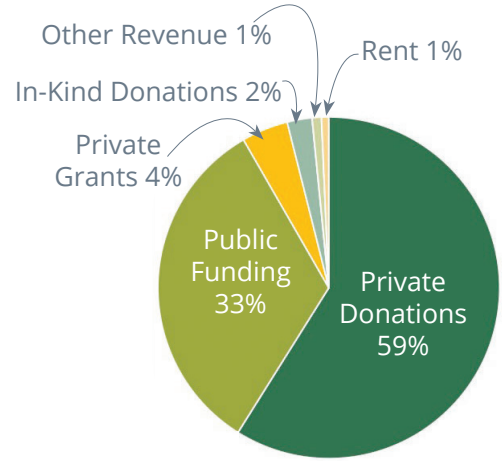
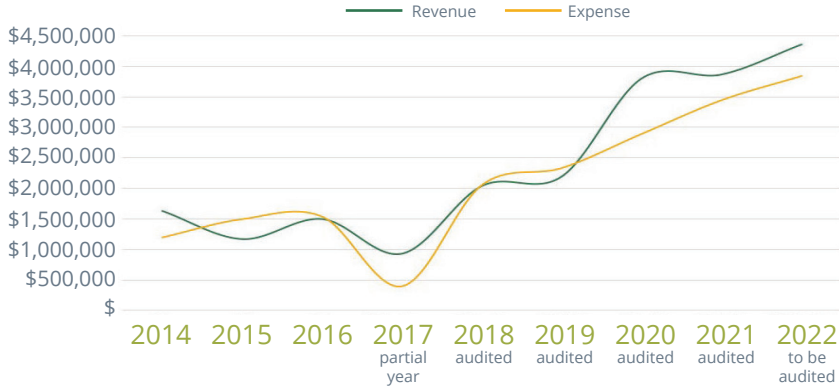
*The percentage of clients still housed — more than 1 year after moving in — reached 97%*

*21 households completed RentSmart Renter Education*

*27 households were assisted in finding housing before enrolling in case management services*

*51% of adults coming into services last year did not have access to a reliable vehicle*

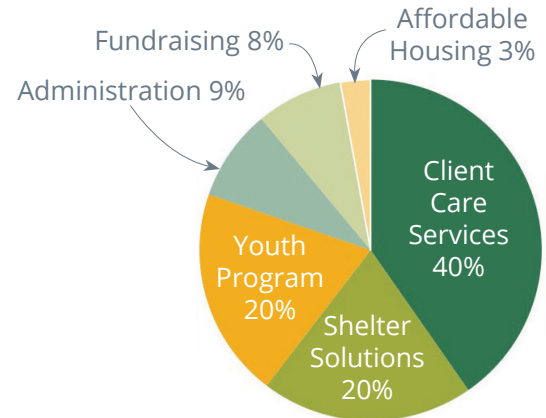
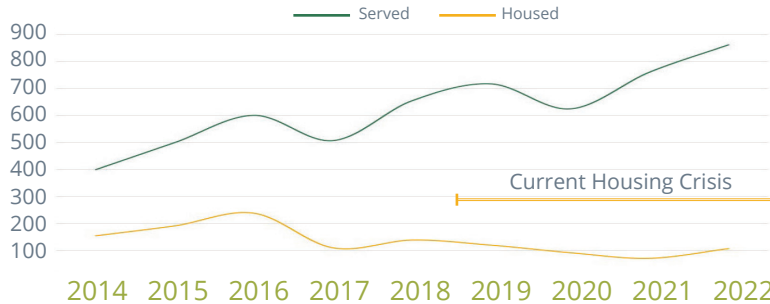
## ORGANIZATIONAL GROWTH BY YEAR



REVENUE BY FUNDING SOURCE

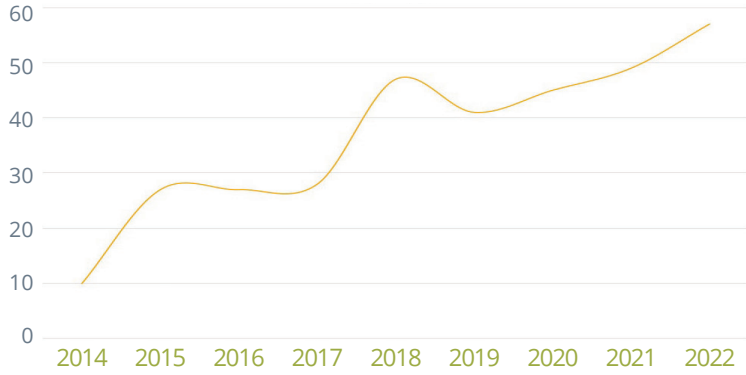
## 2022 OPERATING BUDGET - \$3,839,506

## CLIENTS SERVED & HOUSED PER YEAR

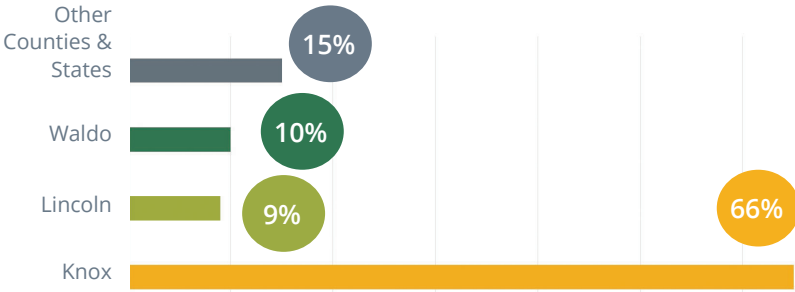


INVESTMENT BY PROGRAM

### NUMBER OF EMPLOYEES BY YEAR



### PERCENT OF CLIENTS SERVED BY COUNTY



### BOARD MEMBERS

- Caroline Morong  
*Board Chair*
- Leslie Eaton  
*Vice Chair*
- Karen Pier  
*Treasurer*
- Sarah Sheldon  
*Secretary*
- Tom Amory
- Susan Barnard
- Jay Braatz
- Rickey Celentano
- Alexis Fuller-Wright
- Laura Hopkins
- Rachel Nixon
- Rich Norman
- Sarah Welch
- Doug Winterich

### LEADERSHIP TEAM

- Steph Pimm  
*Executive Director*
- Molly Feeney  
*Chief Program Officer*
- Becca Gildred  
*Chief Development Officer*
- Cait Harrington  
*Chief Operating Officer*
- Nate Cushman  
*Director of Social Services*
- Jess Dorr  
*Director of Residential Services*
- Joseph Hufnagel  
*Director of Youth Services*



*Photo on back: Some of the staff that came together to beat the July heat with an ice cream social at our Rockport Campus.*



## KNOX COUNTY HOMELESS COALITION

Hospitality House & The Landing Place are programs of Knox County Homeless Coalition

Mailing: P.O. Box 1696, Rockland, ME 04841 ♡ info@homehelphope.org ♡ homehelphope.org ♡ EIN: 46-3136785  
Hospitality House Family Shelter: 169 Old County Road, Rockport, ME 04856 ♡ [phone] 207.593.8151 ♡ [fax] 207.593.8170  
The Landing Place Youth Center: 61 Park Street, Rockland, ME 04841 ♡ 207-466-9285