



*"I came to St. John Center and it changed my life."*

**CASE FOR SUPPORT**



## The Who

St John Center (SJC) was founded in 1986 in response to the rise of homelessness in the Louisville Metro area. The goal was and remains to provide refuge, resources, and services to those experiencing homelessness. Over the past 38 years, SJC has grown to offer three programs: Day Shelter and Social Services Center, Permanent Supportive Housing, and Street Outreach. Rooted in human dignity and a philosophy of Housing First—which places housing as the priority for each person we serve—these programs collaborate on a mission to help people experiencing homelessness address the barriers to housing and self-sufficiency so they can leave homelessness for good.

## The Why

Homelessness is a complex issue with a multitude of factors, including a persistent lack of affordable housing options. In the past few decades, the US has experienced a rise in housing costs and a stagnation of wages making low-income individuals and families vulnerable to homelessness<sup>1</sup>. In Kentucky, the minimum wage is \$7.25 with an annual salary of approximately \$15,080. However, the annual salary needed to pay HUD's Fair Market Rate rate of 30% of income towards rent for a 2-bedroom apartment is \$37,232<sup>2</sup>, which is more than double the minimum wage income. There is also a lack of intentional support for people with chronic and complicated needs, which can lead to homelessness. In the last fiscal year, of clients entering the Day Shelter, 69% reported having no income, 52% reported a serious mental disability, 44% reported a physical disability, 25% reported experiencing substance use disorder, and 20% had experienced domestic violence. These and other barriers make obtaining and maintaining housing more difficult.

The experience of homelessness creates health issues for individuals. People living on the street or in encampments have higher rates of illness and a lifespan that is twelve years shorter than the general U.S. population<sup>3</sup>. They have higher rates of tuberculosis, hypertension, asthma, diabetes, and HIV/AIDS. They also have higher rates of hospitalization for both physical and mental issues<sup>4</sup>. Affordable and supportive housing can narrow these health disparities because when people experience the harsh conditions of homelessness, medical services cannot be fully effective<sup>5</sup>.



1 "Housing." n.d. National Alliance to End Homelessness. Accessed October 9, 2023. <https://endhomelessness.org/homelessness-in-america/what-causes-homelessness/housing>.

2 [https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2024\\_code/2024summary.odn](https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2024_code/2024summary.odn)

3 National Health Care for the Homeless Council. 2019. "Homelessness & Health: What's the Connection?" National Health Care for the Homeless Council. <https://nhchc.org/wp-content/uploads/2019/08/homelessness-and-health.pdf>.

4 Health & Homelessness. Apa.org. 2020. <https://www.apa.org/pi/ses/resources/publications/homelessness-health.pdf>.

5 Lee, Jennifer, Emma Jagasia, and Patty Wilson. 2023. Review of Addressing Health Disparities of Individuals Experiencing Homelessness in the U.S. With Community Institutional Partnerships: An Integrative View. Journal of Advanced Nursing.



While there are significant costs to individuals experiencing homelessness, there are costs to the community as well: healthcare costs, policing and jail costs, mental health services, and shelter costs. Based on a University of Louisville study, the Coalition for the Homeless found that it costs the city \$26,146 more per year for a person who has experienced chronic homelessness to be unhoused versus housed<sup>6</sup>. By assisting individuals in obtaining and retaining housing, St. John Center lessens the costs to the community. For instance, of those surveyed in SJC's Permanent Supportive Housing program, 93% of clients reported being stopped by the police less since being housed, 91% of clients report going to jail less since being housed, and 69% of clients report going to the ER less since being housed. SJC recognizes that the

<sup>6</sup> "Coalition for the Homeless Louisville." n.d. <https://louhomeless.org/what-we-do/education/the-cost-of-housing-the-homeless/>.

solution to homelessness is housing.

Homelessness in the Louisville metro area is on the rise. According to the Louisville Coalition for the Homeless, homelessness increased by 41% from 2018 to 2021. Since then, the Day Shelter has experienced a 61% rise in the number of clients served. With this significant rise in homelessness, SJC continues to expand its capacity and has broken ground on Kentucky's first single-site, 80-unit permanent supportive housing of significant scale that will provide our most vulnerable clients with wraparound services and 24-hour support. By providing shelter, social services, supportive housing, and serving as a hub with partner agencies, St. John Center is where individuals experiencing homelessness "seek help, find hope, and move home."



## The What

While working together toward a common mission, each of the three St John Center (SJC) programs—Day Shelter and Social Services Center, Permanent Supportive Housing, and Street Outreach—have a team, services, and goals. From a Housing First approach, the programs are client-centered and adopt low-barrier, harm reduction, and trauma-informed practices.

In FY 2023, the longest-running program, the **Day Shelter and Social Services Center**, welcomed 2,945 people 51,681 times. Guests visit during the day for basic resources—shower, phone, internet, mail, and hygiene items—as well as to access shelter from extreme weather. Additionally, 80% of guests used social services, such as obtaining IDs and documents, and began the journey to housing. The Day Shelter and Social Services Center offers these services seven days a week and, significantly, during business hours when guests can receive support in working with other agencies onsite and offsite. Some of the onsite agencies include the Legal Aid Society and Veterans Administration.

Throughout FY 2023, the **Permanent Supportive Housing** program worked with 104 people in housing. With the assistance of ongoing, intensive case management, 98% of those guests retained their housing for more than a year, which exceeds the HUD-recommended 80%. The program is now expanding by partnering with LMHA to add 22 scattered-site vouchers in the community, as well as to create a second SJC campus of a single-site, 80-unit apartment building with onsite supportive services and 24-hour staffing. The new building broke ground this spring and will serve those most vulnerable to the barriers of housing and who need this extra support.

The **Street Outreach** program began in 2019 to fill a significant gap: to reach those in the Louisville area who do not know about SJC or are unable to visit SJC for resources and services. The Street Outreach program's primary focus is connecting individuals and families experiencing homelessness with services and resources throughout the community. In FY 2023, the Street Outreach team worked with 952 people by responding to 1,636 calls through 3-1-1. By the end of the year, 62 clients had moved home thanks to the work of the Street Outreach team.



## Our Impact

Our vision is a city where all people experiencing homelessness have the resources and support they need to leave homelessness for good. In the Louisville community, the number of people experiencing homelessness has been steadily rising over the past five years. St. John Center partners with several agencies in the area that serve this population in various ways. The Legal Aid Society, Veterans Administration, and Catholic Charities are a few of the organizations that work with our clients onsite. Depending on the needs of a client, we will refer them to other partners in the area for overnight shelter, food, clothing, healthcare, and employment resources. These “offsite” partners include St. Vincent de Paul, Salvation Army, Goodwill, Schumann Center, and our next-door neighbor the Family Health Center – Phoenix.

While we refer our clients to other agencies, they will refer their clients to us for the specific resources and services we provide. We further collaborate with our local partners through the US Department of Housing and Urban Development (HUD)’s Homeless Management Information System (HMIS), which tracks each client and collects general data for more effectively coordinating local services.

Since its beginning, St. John Center has continuously sought to identify client needs and address them. Each of our programs was developed from this perspective and works together to provide comprehensive services. In our strategic planning, we recognized that some clients struggle to retain their housing due to specific, complicated barriers. Our solution is to design and build single-site housing to address these needs. This spring, St. John Center broke ground on Kentucky’s first single-site supportive housing of significant scale with wraparound services and 24-hour staffing.

Despite the growing number of individuals experiencing homelessness in the Louisville area, St. John Center continues to meet or exceed its goals. In the last fiscal year, the three programs combined housed 257 people. Each year the Day Shelter and Social Services Center welcomes more individuals than the previous year, the Street Outreach team responds to more 3-1-1 calls, and with a 98% housing retention rate, the Permanent Supportive Housing team continues to exceed the HUD indicator of 80%. As needs in the community increase, St John Center grows to meet these needs.

## Goals for 2023-2024

### Day Shelter and Social Services Center

- **200** participants who are homeless will enter housing;
- **1,200** participants will improve their self-sufficiency by accessing identification documentation services in addition to all participants having access to basic services;
- **1,800** participants will have some housing barriers removed by engaging with supportive services onsite

### Permanent Supportive Housing

- To continue to meet or exceed the U.S. Department of Housing and Urban Development (HUD) indicator for housing retention—**80%** will retain housing for six or more months;
- **75%** of PSH clients will maintain, obtain, or increase access to mainstream services, such as health insurance and food stamps;
- **50%** of PSH clients will obtain, maintain, or increase income; and,
- Increase program capacity by hiring an additional case manager and accessing LMHA vouchers for at least **5** new clients

### Street Outreach Program

- Secure housing for **40** households;
- Conduct outreach with **400** persons and families
- Make **200** referrals to homeless service agencies and shelters; and,
- Respond to the city and concerned citizen requests received from Metro Louisville’s Office of Resilience and Community Service via the Survey 123 app within **5** days





## Meet Tim

St. John Center first encountered Tim when he was sleeping in a parking lot. Tim had survived a stroke, was living on the street, and facing insurmountable challenges. With no wheelchair, Tim relied on a grocery cart for mobility, and a kind stranger to help him climb in and out. When not trying to move about, Tim's days were spent sitting in a chair, exposed to harsh elements, and unable to move without assistance. That was before St. John Center's Street Outreach team intervened. As the team approached him, they found Tim covered in excrement and plagued by painful bedsores. The bitter cold had become his unwelcome companion. It was a dire situation that painted a grim picture of his future, and he feared that this was how he would meet his end. With hope flickering in his heart, Tim made a heartfelt request - he asked the team to contact his mother. He thought he was going to die.

With hope, the Street Outreach team took Tim to St. John Center where he was able to take a shower and get clean clothes, and accompanied him to the University of Louisville Hospital to get medical treatment for his bedsores. With the Outreach team's advocacy, the doctor ordered the occupational and physical therapy Tim needed after his stroke. A hospital social worker connected with Tim's guardian, and together they helped him get into the skilled care facility he needed. A week later, St. John Center was able to get Tim's mother on the phone. Instead of telling her he was nearing death, she was told that Tim was receiving the care he needed. With the help of St. John Center, Tim moved from the streets into housing.

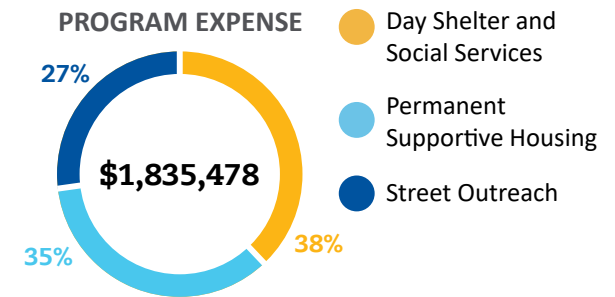
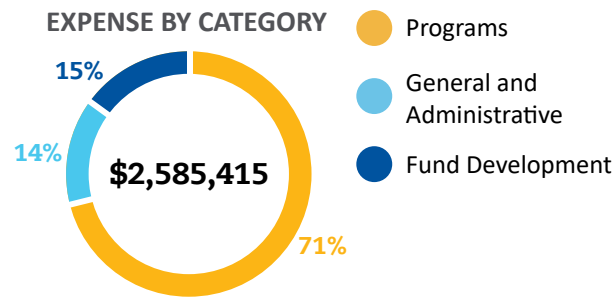
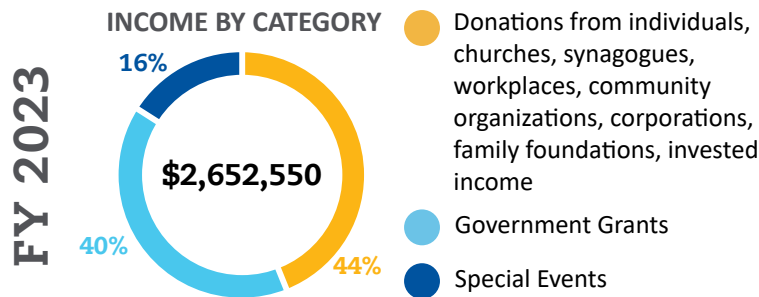
## SJC Program Budget FY 2024

Unrestricted Donations	\$735,000.00
Restricted Donations	\$160,000.00
Government Grants	\$1,221,761.00
LMHA Housing Counseling	\$15,100.00
Special Events	\$430,000.00
In-Kind Revenue	\$92,430.00

**Total Income** **\$2,654,291.00**

Salaries and Benefits	\$1,374,385.13
Program Expenses	\$293,197.00
Medicaid Expenses	\$42,700.00
Office Related	\$6,400.00
Finance Related	\$20,259.14
Staff Development	\$15,830.05
Utilities	\$41,206.36
Building Related	\$144,360.47
Professional Fees	\$36,302.73
Allocated Administrative Expenses	\$1,227,232.20

**Total Expenses** **\$3,201,873.07**



There are many ways to help sustain the work of St. John Center! You can help by donating shelter supplies, making a financial contribution, applying to volunteer, joining the Monthly Giving Circle or the Sr. Kathleen Legacy Society, attending Raisin' the Rent, or joining the board of directors. Learn more at [stjohncenter.org](http://stjohncenter.org).

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