



**Federal Reserve Bank of St. Louis
Investment Connection Proposal**

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| Proposal title | Improving Intake and Community Coordination to Address Homelessness in Central Arkansas |
| Contact | Daniel Durbin |
| Title | Grants Manager |
| Email address | daniel.durbin@ourhouseshelter.org |
| Phone | 501-374-7383 ext. 156 |
| Organization name/address | Our House, Inc. Ben Goodwin PO Box 34155 Little Rock, AR 72203 |
| Mission statement | Our House empowers homeless and near homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. |
| History of organization | Following two years of study by the Arkansas Interfaith Conference, the United Way of Pulaski County, and other interested community agencies, into the challenges faced by the homeless in Central Arkansas, Our House was founded and incorporated in 1987. At the time there were no shelters designed to keep families together and there no programs to assist the homeless with long term needs and planning. Since then, Our House has expanded its capacity to include an 80 Bed emergency shelter, a Family Housing program, a Career Center offering both job and life skills training, a Children’s Center providing early childhood education and out-of-school-time programming, and a highly successful homelessness-prevention program for families. We have played a key role in supporting community organizations, building partnerships, and the Our House model has been presented across the country |

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| | and has been instrumental in building the capacity of the social service sector in Central Arkansas. |
| Organization’s current programs and activities | At Our House, skilled case managers, educators, and career development professionals coach our clients while linking them to resources, services, and training to assist our clients to find employment and achieve self-sufficiency. Our House offers a number of programs, including housing, case management, employment services, financial education, reentry services, life skills development, children’s programs, and a homelessness-prevention program for families. In 2019, Our House is expected to serve over 2,000 clients, help 70% of housing clients move towards permanent housing, help 70% of housing clients leave with savings upon exit, and assist 550 clients in finding full-time employment. In our homelessness prevention program, CAFSI, we expect 85% of participating clients will maintain stable housing, and 80% will find and maintain full-time employment. |
| Website | www.ourhouseshelter.org |
| Support request | Grant |
| Requested dollar amount | \$100,000 |
| Proposal summary | Homelessness reduction is a process that requires the coordination of many services and processes at many levels of the community. Efforts to employ multiple strategies requires acquiring knowledge about the problem and the synchronization of community efforts. As a hub of social service activity in Central Arkansas, Our House needs to continually refine and sharpen its approach to foster a perpetually increasingly broad and deep impact. The goal of this project is to build an effective intake and community outreach system for clients and community partners to streamline our program delivery and coordination, as well as enhancing integration of community resources. The outcomes of this proposal will be improved program coordination, increased performance measurement, strategic resource allocation, and improvement of our collaborative partnerships. Once these elements are in place, Our House can ensure that our program and resources are deployed to clients as effectively as possible. |
| Issues addressed | Community facilities/services Economic/workforce development Financial access, capability and empowerment |
| Target population/geography | Our House operates out of a campus in downtown Little Rock located in the Little Rock-North Little Rock-Conway, |

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| | AR Metropolitan Statistical Area While. Our House has served clients from 59 other Arkansas counties, and other states we primarily serve the Central Arkansas region. |
| Population served including income | The clients primarily served by this proposed project are homeless or low-income individuals and families. It is estimated that over 100% of those served by Our House are LMI. |
| Anticipated outcomes/impact | Our House’s programs and services grow and develop to meet the steadily increasing population within the community who require our assistance. The number of clients served has increased by 26% in the past five years. The key to effective service delivery across our program is to provide comprehensive and consistent client information and barrier analysis through a coordinated intake process. Revamping our intake system will enable our staff to identify client needs, implement appropriate interventions to facilitate movement to program services, and ensure clients are progressing towards their goals through accurate program measurement. We will be able to help people move through systems faster by reducing the amount of transition time between programs and services while improving data collection, quality, and knowledge of our clients. Improving our coordination of community volunteers and resources ensures that we maximize community involvement and impact upon Our House’s programs. |
| How will the program be evaluated | As stated previously, Our House maintains a number of performance measurements, which are tracked in our custom-built client database. We track client savings, employment status, program attendance, as well as a number of other data points which assist us in providing programming to our clients and ensuring their achievement of positive outcomes. We track a number of measured outcomes for our clients, including the attainment of permanent housing, the acquisition of full-time employment, the ability to acquire and build savings, and increases in wages or household income. |
| Project time frame | 07/01/2019 through 06/30/2020 |
| Other significant partners in the proposal | As stated previously, Our House has more than 200 active partnerships with outside organizations to provide critical services to our clients in the areas of housing, workforce development, reentry services, family services, and mental health services. Additionally, several funders of Our House provide technical assistance, volunteer, and help Our House build new |

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| | partnerships and beneficial relationships for us to improve services to our clients. |
| Other funding secured or potential funding | Our House maintains a diverse set of funding sources, including public and private funds from government sources, private foundations, corporations, and individual contributions, as well as earned income from our resale stores. Secured and potential funding sources for this project include HUD, the Arkansas Department of Workforce Services, Arkansas Department of Human Services, the W.K. Kellogg Foundation, the Cities for Financial Empowerment Fund, corporate donors, and individual supporters. |
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