

Covenant House Missouri Annual Report FY20



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Dear Friends of Covenant House Missouri,

Fiscal year 2020 was a truly unprecedented year for Covenant House Missouri. While our daily lives and interactions have drastically changed, our commitment to the mission has not. We are proud to report to you, our unwavering supporters, the accomplishments of young people living and thriving in a vibrant, loving place called Covenant House.

As you read stories of hope on the following pages, let us not forget the context in which these achievements have been made. As the COVID-19 virus sent our country into lockdown, took the lives of our neighbors and created economic volatility, our team united together like never before to ensure that we were open and accepting young people so that they would be safe and supported.

As we sheltered in place, we watched horrible injustices unfold as the result of institutional racism in our country. We see the scars of racism and prejudice in the generational poverty, barriers to quality education and health disparities experienced by the young people we serve. In the greater St. Louis region, only 18% of the youth population is Black, while Black youth represented 72% of the young people at Covenant House Missouri. As part of our ongoing fight to end youth homelessness, equality is one of our battles. We are taking responsibility to voice our support, show love and take action.

Through the many challenges and changes that 2020 has presented,

one thing has remained the same: the unwavering commitment and support of the Covenant House Missouri community.

Thank you for being part of our family. Thank you for

standing with us.

With sincere gratitude and Cov Love,

Jessica Erfling

CEO

Jon Nienas Board Chair

Strategic Plan: Year One

The end of fiscal year 2020 marked the completion of the first year of our three-year strategic plan, created with the input of youth, staff, board members, community partners, key stakeholders and peer organizations. Our work has been

Guiding Youth from Homelessness to Hope
Covenant House

focused in four key priority areas: grow housing opportunities, expand employment and education, develop human capital and increase investments.



During fiscal year 2020, Covenant House Missouri supported 234 youth in need of our services. Of these young people, 171 lived on our campus and received a total of 12,237 nights of shelter. Beyond shelter, these young people were connected to solutions that helped them achieve their full potential and move toward an independent, fulfilling life.

For the eleven key performance indicators that were being measured this year across our four priority areas, we have met or exceeded each goal while delivering 100% love and absolute respect to young people. We are excited to present the 2020 annual

report to highlight these achievements. In these pages you will learn more about the results, as well as the youth, staff and generous supporters like you who made them possible.











Grow Housing Opportunities

To ensure young people in need have access to quality services, our first step of fiscal year 2020 was to expand the age range of youth who are eligible to receive our services from 16-21 to 16-24. This allows more youth in critical development stages to access the support they need to be independent as they enter adulthood. Following a renovation of the second floor Genesis program, we increased the total number of youth we can support each night from 30 to 36.

Deepening our commitment to ensuring that youth are able to live independently after leaving Covenant House, we enhanced our aftercare case management program. This community-based program enables youth to stay in touch with a case manager who supports their long-term success. This ongoing connection contributes to our ultimate goal of helping every youth find and maintain stable housing and move toward an independent, sustainable future.



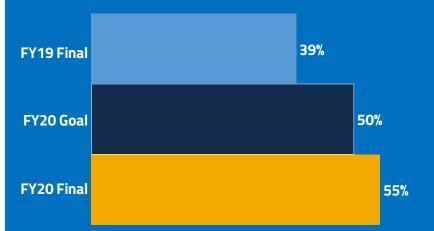
Meet: Tianna

Tianna first arrived at Covenant House Missouri in October of 2019. Reflecting on her experience, she shared, "My time at Covenant House has been amazing. It has opened my eyes to a lot of things I didn't know about myself and I've created my own family. The staff is always there for me when I need to talk, cry or need any type of advice."

Tianna's case manager provided consistent support and resources during her time at Covenant House and helped establish her ultimate goal: to become a registered nurse. After mentioning her background in Junior Reserve Officers' Training Corps (JROTC), her case manager connected her with information about the United States Army. They discussed the financial and educational benefits that this option would offer, including the path to her future career in healthcare. Tianna made the decision to enlist and will leave for basic training in November. When she leaves Covenant House she will not only have the supplies on her packing list, but the resources to sustain long-term independence. Additionally, our aftercare program will ensure that she continues to thrive. By growing housing opportunities on and off our campus, we provide more opportunities for youth like Tianna to be supported on their journeys from homelessness to hope.

Key Performance Indicator

Increase Exits to Stable Housing





Nights of shelter provided



Youth active in mental health services



Meals served



Expand Employment and Education

The road to independence begins with a viable career path that not only provides the economic means for youth to support themselves, but is also exciting and engaging. In 2020, our initial assessment process for all young people receiving services began to include a career aptitude assessment. The results help shape the next career steps and type of support needed from our career services and case management teams for the young person to achieve their individual career goals. Our career services team then helps young people explore options into educational pathways and the workforce.

In 2020 our career services team expanded from one to two full-time employees who are dedicated to developing strategic partnerships with educational, career, internship and apprenticeship connections in the St. Louis area. Key partnerships include St. Louis Community College, LaunchCode, SSM Health, Ranken Technical College, the Build Union Diversity (BUD) program and many more. These collaborations help youth actualize a future they are excited about.

In order for youth to be physically, mentally and emotionally prepared to engage in their career path, it is essential to have wellness services readily available. In 2020 we expanded our mental and physical health services on campus by adding a second full-time therapist and increasing access and availability to a nurse practitioner and a psychiatrist on our campus through our partnerships with IFM and Washington University. Throughout the pandemic, TeleHealth services have been available to youth so they can continue to safely meet with healthcare providers. We continue to be committed to a strengths-based, trauma-informed approach when working with young people and supporting them to achieve the successful, sustainable future they envision for themselves.





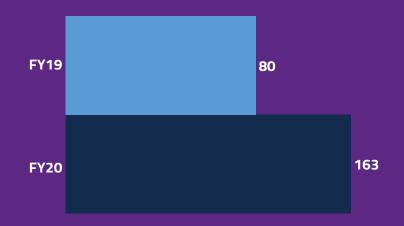


Meet: Allan

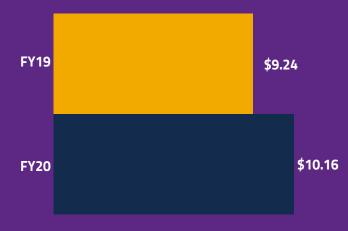
How do you graduate from high school during a global pandemic while experiencing homelessness? By having tenacity and perseverance like Allan! With the support of the Covenant House team, Allan did just that. During his first year at Covenant House, he diligently worked toward obtaining his high school diploma while engaging in extracurricular activities such as the Technology Student Association at Pattonville High School. Allan's passion for computer science shined as he took advantage of every learning opportunity, including an advanced mathematics course and technology competitions.

When the shelter in place orders were implemented, Allan was determined to finish his senior year strong. He was able to continue his school work remotely from his apartment in our Transitional Living Program. He had access to a computer, Wi-Fi and a comfortable environment to complete his assignments. During this time, he also learned about the Make School, a program that offers students the chance to study computer science through a debt-free, pay-as-you-earn tuition model that includes living expense support. Allan knew the program was a perfect fit for him. With the support of the Covenant House staff, Allan was able to obtain the necessary resources to move to San Francisco, California where he is currently pursuing his Bachelor's degree in computer science at the Make School. As Allan progresses on his path to independence, he knows that he can turn to Covenant House for continued support and quidance.

Key Performance Indicator: Number of youth engaged in the Career Center



Average annual starting wage for jobs





Staff and youth at First Friday party



ULAAR of the month, Cheryl Cook



Staff and youth march for equality

Develop Human Capital

The Covenant House values of unconditional love and absolute respect are brought to life each day by a team of committed employees. The success of young people in large part depends on the team members who work with them. Even as we experience a global pandemic, our front-line heroes continue to show up each day to fulfill their commitment to the youth we serve and allow our critical services to safely continue.

In 2020, we committed to ensuring that each team member felt connected, supported and valued. We increased avenues for feedback through employee surveys and quarterly "Coffee with the CEO". We put feedback into action to improve the employee experience through initiatives such as: increasing the amount of Paid Time Off all employees accrue so they have time for work-life balance and mental health breaks, creating a staff-only Recharge Room on our campus where team members can take a moment for peace and quiet during a high stress day and creating more opportunities for social interactions through events like our First Friday parties.

We renewed our commitment to hiring and retaining an excellent, diverse group of employees who are reflective of the young people we serve. We expanded recruitment platforms, launched an employee referral program, and re-designed our new employee orientation to be more inclusive of our values and philosophies. We also expanded opportunities for professional development and increased opportunities for employee recognition through our ULAAR the Unicorn of the month program that recognizes employees who consistently display our core values of **unconditional love and absolute respect.**



Tricia O'Brien (left) meeting with a youth

Meet: Tricia

Tricia joined the Covenant House team in January of 2019. Her journey began as a case manager where she worked directly with youth to establish their goals and set them up for success during their time at Covenant House. Just three months later she was recognized as the "ULAAR of the month" for continuously demonstrating unconditional love and absolute respect in interactions with all youth and staff. The ULAAR Award (with nominations by coworkers and youth) recognizes Covenant House Missouri staff who exemplify our values of Unconditional Love And Absolute Respect.

While Tricia continued to dedicate herself to helping improve the lives of our residents each day, we identified the need to expand our Career Services team from one to two full-time employees. Tricia knew that the opportunity to help connect youth with career and education resources was the perfect fit for her. Once hired, she quickly got to work establishing key partnerships with education and employment providers. Tricia meets with youth individually and connects them with support and resources to achieve their education and career goals. Whether they are looking to take their career to the next level or are seeking employment for the first time, Tricia takes an individualized approach to empower youth with the tools they need to live independently.

Tricia's passion and commitment to her role are a shining illustration of the dedicated team that carries out our mission every day. Without "ULAARs" like Tricia, our work would not be possible. We are committed to making sure that all employees feel valued and appreciated so they are able to create the best possible experience for the youth they interact with.

Key Performance Indicator: Retain quality employees



*Source: bls.gov/news.release/jolts.t16.htm





Increase Investments

Youth of today and tomorrow need our programs. As the only shelter for unaccompanied youth experiencing homelessness ages 16-24 in the city of St. Louis, we strive to be a consistent presence within our community. All of the youth we work with come to us with one thing in common – they still have a promising future. It is imperative that our programs and services are here to help them realize that future.

In order the meet the increasing demand for our services, we are growing and diversifying revenue streams and building resources that will allow our organization to remain steadfast and stable for years to come. We are building strong partnerships with new and existing corporate and foundation partners. Our individual donors are growing in number and support given. The FY20 Executive Sleep Out had over 70 individual sleepers who raised over \$385,000 so youth have a loving place to call home. We are committed to being good stewards of our grant funding and remain focused on finding new opportunities to explore. We are committed to meaningful, transparent relationships with our supporters. All of these factors enhance the stability of our organization and build the trust of those who invest in the young people we serve.



Photo credit: Bill Barett Vianey Beltran VP of community relations, Wells Fargo (right)

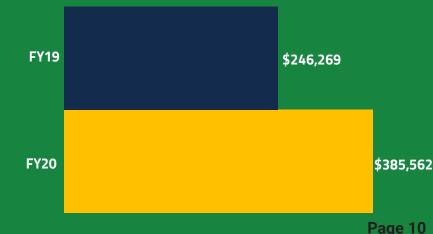
Accelerating economic opportunity, advocacy and success in low-income communities begins with investing in organizations like Covenant House Missouri. Supporting their mission to end youth homelessness leaves a lasting impact not only on the individuals they serve, but on the entire St. Louis region. 77

-Vianey Beltran, VP of community relations at Wells Fargo

Key Performance Indicator: Increase the number of individual donors



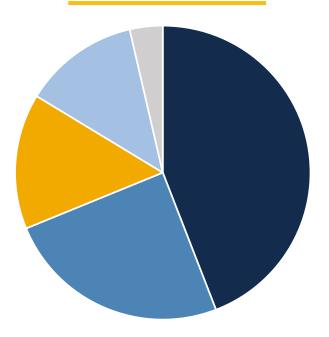




2020 Financial Report

Revenue

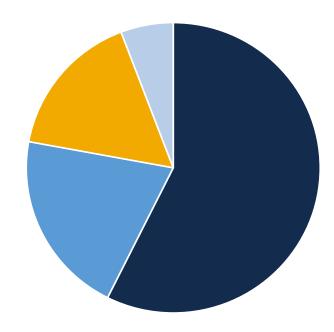
\$4.12 million



- Government Grants (\$1,817,841)
- Contributions (\$1,016,107)
- Branding Dollars from Parent (\$614,000) (Covenant House International)
- Events (\$522,660)
- Contributed Goods and Merchandise (\$148,407)

Expenses

\$3.94 million



- Residential Services for Youth (\$2,262,028)
- Supportive Services for Youth (\$808,617)
- Management and General (\$643,817)
- Fundraising (\$227,909)

Donor Listing

Covenant House Missouri relies on generous support of individuals, foundations, grants and corporations to keep our doors open and provide critical services to youth in need. The following list reflects cumulative donations of \$100 or more between July 1, 2019 and June 30, 2020. Thank you to those who have supported the journey from homelessness to hope in fiscal year 2020.

\$100,000+

Anonymous Family
Foundation
City of St. Louis - CoC
Health and Human Services,
Administration for Children
and Families
Mental Health Board
St. Louis County Children's
Service Fund
Daniel and Julie Woods
Wells Fargo Foundation

\$25,000-\$99,999

Affordable Housing
Commission
Ascension Health
Emerson Charitable Trust
Express Scripts
Hearth Emergency Solutions
Grant
Marillac Mission Fund
Peter and Linda Werner
Timothy and Robin
Wentworth

\$10,000-\$24,999

American Direct Marketing Resources LLC. Scott and Emily Brown City of St. Louis - CDBG Dana Brown Charitable Trust Edward Jones Gerard and Jen Hempstead Herman T & Phenie R Pott Foundation John and Holly Hesemann Chris and Geralyn Jacob Jess L. and Miríam B. Stevens Foundation Bryan and Melanie Luebbert Jonathan and Chervl Nienas David and Cori Nieters

Norman J. Stupp Foundation David and Penny Queller John and Carol Surgant Vassia Family Charitable Foundation Phyllis Weber World Wide Technology

\$5,000-\$9,999 Michael and Elaine Brauch

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\$2,500-\$4,999

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\$1,000-\$2,499

Tami Jo Alm
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Stay Connected!

We are committed to staying connected with each of you and providing regular updates about our organization and the amazing accomplishments of the young people who reside here. Stay connected with Covenant House Missouri by visiting our website, signing up for e-mails and following us on social media.



Website: covenanthousemo.org



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Want to learn more about how you can stay connected to our mission? Visit the **How to Help** page of our website for opportunities to be a part of the journey from homelessness to hope.

covenanthousemo.org/how-to-help



Cornerstone Legacy Society

The Cornerstone Legacy Society is comprised of the treasured people who have remembered Covenant House youth in their estate plans. If you would like to receive more information or plan to include Covenant House Missouri in your estate plans, please let us know. We want to thank you for your generosity and welcome you to the Cornerstone Legacy Society.

For more information please call Nancy Totland at **(314) 450-7674** or visit **covenanthousemo.org/plannedgiving**

Immediacy: we immediately meet the basic needs of youth experiencing homelessness: a nourishing meal, a shower, clean clothes, medical attention, and a safe place to sleep.



Sanctuary: we provide a safe haven from homelessness, recognize the worth of every human being, and create a safe setting where all youth are served without judgment.





CHMO practices five guiding principles in our work with youth.



Value Communication: we believe relationships are based on love, trust, respect, and honesty.

Structure: we provide the stability and structure necessary to build a positive future.



Choice: we foster confidence; encouraging young people to believe in themselves and make informed choices for their lives.



Our Mission

Covenant House Missouri welcomes youth who are runaway, trafficked, at-risk, or experiencing homelessness with unconditional love, absolute respect and a place to call home.

Beyond shelter and basic needs, we deliver transformative solutions to help young people ages 16 to 24 build productive, independent and sustainable lives.

Proud partner of



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