

# ANNUAL REPORT 2016



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## leadership team

### *Administration*

Susanne Kenney, Executive Director  
Marcie Laden, Director of Development and Strategic Initiatives  
Alan Lehmann, Director of Finance and Social Enterprises  
Sarah Argeropoulos, Manager of Special Events and Projects

### *Program and Services*

Polly Hanson, Associate Director  
Chris James, Director of Education and Job Training  
Beth Carter, Director of Reentry Services  
Sandy Madero, WOW Manager  
Jackson Seno, CCBH Operations Manager

## mission

Project Place provides opportunities for homeless and low-income individuals to obtain and sustain employment and housing by providing skills, education, resources and personal supports.

*\*added in 2017*

# FROM THE EXECUTIVE DIRECTOR

*Dear Friends,*

If it were easy to end homelessness, it would have happened by now. But it's not easy.

Those who are homeless face some of the most daunting challenges to self-sufficiency. They have limited work-related skills and experience, and often struggle with personal traumas.

These are the people we serve. We work with them by opening doors to education, training, and other opportunities that will lead to self-sufficiency. Our five decades of service have taught us that the most effective, sustainable solution to ending homelessness is independence through employment. 60 percent of our job training graduates find employment, and 67 percent of them are still working one year later. 68 percent of our graduates obtain housing, and 73 percent are still housed one year later. These are numbers we are proud of.

As we look to the future, we are renewing our commitment to opening these doors of opportunity to those who are homeless or at high risk of becoming homeless. Over the next three years, we will expand our award winning social enterprise programs that give clients opportunities to learn useful skills to position them to land good jobs at a livable wage.

We will also expand our reentry program. Our Suffolk County-based program has been nationally recognized for its effectiveness, and we are replicating it in additional counties in Massachusetts. As we fight to help men and women bridge the skills gap in our economy, we will be adding new training and certificate programs so individuals who are homeless are better positioned to compete in today's local job market.

Along with our Board of Directors, our staff and clients, I want to acknowledge our generous donors, volunteers and others who passionately support our goals to end homelessness and increase meaningful employment. We are fortunate to earn your commitment and support. Thank you.

Sincerely,



Suzanne Kenney  
Executive Director



# OVERVIEW 2016

After more than 49 years of service to the community, Project Place continued to offer foundational resources to Boston residents seeking opportunities to improve their circumstances and transform their lives. Focused on employment and housing, Project Place supported people committed to change and ready to improve their housing, education and employment conditions.

In 2016, we achieved robust results within the parameters of a cost-effective budget.

We continued to concentrate on serving individuals experiencing homelessness, veterans, persons newly released from incarceration and others with challenging personal circumstances and a history of living in poverty. Clients participated in a comprehensive program for job readiness consisting of education classes, job training workshops and on-the-job experience.

Programs provided basic education in reading, writing, math and computer skills within a wraparound case management model tailored to each client's particular needs. On completion of the program, clients were able to take advantage of alumni support and career services that offer counseling and academic remediation.

Looking at the past year, we are pleased to report that Project Place programs continue to excel. Looking ahead, we are focused on increasing training and employment options and supporting individuals on a career path that is self sustaining.



# SERVED IN 2016

During 2016 we served 1,300 individuals, ranging in age from 18—64. Most of these men and women had little work experience and lacked family support.

The majority of clients earned high school diplomas or GEDs prior to enrollment, however, more than one-third of them had not.

About half experienced problems with substance abuse and/or were previously incarcerated.

More than one-third of our clients were diagnosed with mental illness, and many more had undiagnosed mental health problems.

Two-thirds were victims of abuse at some time in their lives.

Project Place clients were 59% men and 41% women. Almost half of them were parents with daily responsibility for children.

**our job placement rate averaged 60%**

**jobs retained at 67% after 1 year**

**52% of jobs were retained after 2 years**

# SCOPE OF SERVICES

We are proud of the quality and commitment of our staff. Programs and services address the needs of clients for education and skills building, employment success, reintegration following military service and incarceration as well as housing.

## education & employment support

*Work Skills and Employment Services* is a comprehensive literacy and life-skills curriculum organized in month-long modules.

- For each client the first month-long learning module (*Work Ready*) focuses on basic language, math and computer literacy, as well as life skills and customer service training.
- During the second month, the emphasis is on training targeted toward personal employment interests and goals.
- A third month offers intensive career counseling for their job searches. Often this includes preparation for industry-specific certification; such as ServSafe for working in the food industry, Occupational Safety and Health Administration (OSHA), for jobs in facilities, trades and maintenance and qualifying tests for placement through the National Retailers Association.

Every client maintained an ongoing one-on-one relationship with a caseworker. Clients benefitted from having a dedicated staff member working alongside them as they navigated new territory.

## social enterprises

A unique aspect of Project Place continues to be employment in our *Social Enterprises*. In 2016 the *Social Enterprises* employed 83 men and women, helping employees to develop a range of work skills. The *Social Enterprises* brought in revenue generating 13% of the Project Place operating budget.

*Social Enterprises* provides important experiences for our clients. Project Place's four ongoing businesses employ clients who complete the Work Ready program. Participants carry over learning from the classroom into a job for which they receive a regular paycheck. On completion of their three- to six-month placement, they gained a work history and work skills that strengthened their resumes.

Operating *Social Enterprises* are:

*Clean Corners...Bright Hopes*, a facilities maintenance service that provides janitorial and exterior property and facility maintenance services. *Project Pepsi*, a vending machine service business, *Home Plate*, a food services training program and *Working Opportunities for Women (WOW)*, which provides services to small, local businesses and focuses on hiring women, particularly young mothers, living in shelters.

## ongoing services

*Case Management* begins with a needs assessment to determine each client's levels of competencies and areas needing improvement. Case managers coordinate with education staff to determine each individual's class work for the most effective path to work readiness.

### **Veterans Reintegration**

The Project Place *Veterans Services* program, supported by the Dept. of Labor, addresses the problems of returning soldiers. Along with assisting with education and housing needs, our dedicated case managers supported veterans in determining and accessing benefits, obtaining new skills and connecting with veteran-friendly businesses.

### **Reentry Services**

*Community Reentry for Women (CREW)*

Women returning from prison require targeted services including help with family issues and caring for their children. Project Place's award-winning *Community Reentry for Women (CREW)* program, in conjunction with the Suffolk County House of Corrections, has successfully provided for 12 years pre- and post-release services to assist women in making the transition back to the community.

*POWR (Partnerships to Opportunities for Women in Re-entry) \**

The goal of *POWR* is to reduce recidivism and unemployment by empowering women to gain work-related skills for personal success. In partnership with the Suffolk County House of Correction and in cooperation with multiple local agencies, *POWR* allows female ex-offenders a chance to engage in training and job skills in a mentorship model. The *POWR* approach relies on creating a multi-service treatment plan and identifying resources focused on self-development.

*Boston Career Pathways Collaborative (BCPC)\**

*BCPC* supports men and women returning to society following incarceration. It encompasses education and training classes along with case management, mentoring, career credentialing, employment and follow-up services.

*Alumni and Career Services*

After completing programs, all alumni can opt for career counseling and follow-up services for two years through *Alumni and Retention Services*.

\* *POWR and BCPC are supported by grant funding from the U.S. Dept. of Labor*

opening doors

## housing

Several housing options were available to our clients, including those at Gate House and Betty's Place.

- Located in the Project Place building, *GateHouse* contains fourteen furnished studio apartments for semi-permanent supportive housing for homeless men and women. These furnished apartments were available on a rotating basis.
- *Betty's Place* provides interim housing for women leaving shelters, providing a safe environment for ten women at a time. Residence at Betty's Place includes daily meals, case management and career counseling.

Once placed in housing, these clients were able to retain their housing 88% of the time. Of the 42 individuals housed at Gatehouse and Betty's Place last year, an average of 94% remained in stable homes, and 64% were reliably employed. Similarly, of the 27 women housed at Betty's Place during 2016 an average of 95% were placed in permanent housing and 80% percent of the women found employment.

## Indicators and Measures of Success

In 2016, Project Place served 1,369 individuals, enrolled 420 clients, prepared 268 clients to be "Work Ready" and placed 161 of them in employment.

Project Place offered information and referrals to over 250 veterans. Of these, 92 received help with training and finding employment, and as a result 66% found secure employment while enrolled.

We offered 10 monthly *Work Skills and Employment Services* classes in 2016.

Our *Social Enterprises* hired 83 people in 2016. Of these 67% were placed in main-stream employment. At the end of two years, 52% of the original *Social Enterprise* employees retained employment.

The average starting hourly earnings for Project Place clients in 2016 was \$11.45.

changing futures



# FINANCIAL STATEMENTS

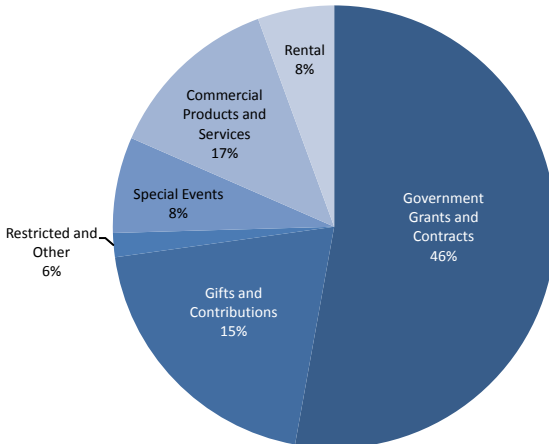
*Financial information is excerpted from our audited financial statements.*

## Consolidated Statements of Activities and Changes in Net Assets Fiscal Years ended June 30

	<u>2016</u>
<b>REVENUE AND SUPPORT</b>	
Gifts and contributions	\$650,234
Special events	228,254
Contributed services and facilities	-
Government grants and contracts	1,721,016
Commerical products and services	418,760
Rental revenue	182,015
Restricted and other income	<u>57,253</u>
<b>TOTAL REVENUE AND SUPPORT</b>	<u>\$3,257,532</u>
<b>EXPENSES</b>	
Programs and services	2,447,615
Management and general	606,785
Fundraising	<u>217,580</u>
<b>TOTAL EXPENSES</b>	<u>\$3,271,980</u>
<b>CHANGE IN NET ASSETS</b>	(\$14,448)
<b>NET ASSETS - BEGINNING</b>	<u>\$6,671,470</u>
<b>NET ASSETS - ENDING</b>	<u>\$6,657,022</u>

*Supplemental information:*

Depreciation	286,902
Interest	24,361



# ACKNOWLEDGEMENT OF SUPPORT

Project Place appreciates the cooperative efforts, devotion and donations from the following agencies, organizations, corporations, foundations and individuals:

## **contracts**

Massachusetts Dept. of  
Housing and Community  
Development  
Mass. Housing Shelter  
Alliance  
City of Boston, (HUD)  
Emergency Shelter Grant  
City of Boston Community  
Development Block Grant  
City of Boston, (HUD)  
Permanent Housing Program  
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Suffolk County Sheriff's  
Department House of  
Corrections  
Department of Labor:  
Homeless Veterans  
Reintegration Program

## **foundation and private support**

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The Clipper Ship Foundation  
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TJX Foundation  
Yawkey Foundation

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Rodman Rides for Kids  
The Mahoney Family  
Urbanica Boston  
VPNE Parking Solutions

## **in honorarium/ memoriam established funds**

The Paul White  
Empowerment Fund

## **in-kind donations**

Blue Hill Press  
The Ink Spot  
Lee Lighting/Michael Lee  
Rick DiGregorio  
FLYNN/North River Films  
Heather Wells  
Quiver Design Group

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*We have made every effort to  
ensure the accuracy of this list.  
We apologize for omissions and  
errors. Please let us know of any  
mistakes so we can correct them.*



1145 Washington Street  
Boston, Massachusetts 02118  
P: 617-542-3740  
F: 617-542-3860  
[projectplace.org](http://projectplace.org)