Providing a safe, healthy environment for people who are homeless and offering them opportunities and encouragement for achieving self-sufficiency
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1986: The Tulsa Metropolitan Ministry creates the Day Center inside a 4,000 square foot warehouse to shelter many of the homeless in Tulsa.

1990: The Day Center opens a Night Shelter to care for higher-risk clients.

1994: The Day Center opens a facility six times larger than the previous facility.

1999: The Tulsa Metropolitan Ministry Day Center becomes what is now the Tulsa Day Center for the Homeless.

2013: Hudson Villas officially opens to serve as a permanent supportive housing unit to help those who are chronically homeless.

2016: The Tulsa Day Center for the Homeless turns 30 years old!

2018: The Day Center completes a capital campaign and plans for new construction in the summer of 2019. We’re looking forward to a new name, a new mission, and a new vision!
Housing First

We believe that people can better deal with life’s challenges if they have a roof over their head. Our housing services include:

- Eviction prevention services
- Housing identification
- Rent and move-in assistance
- Basic housing supplies for clients starting over
- Case management services to increase the likelihood that housing becomes permanent

Crisis Response

We identify, assess, refer, and connect people in crisis with emergency services through case management by providing:

- Emergency shelter, day and night
- Food/clothing/basic toiletries/showers/laundry facilities
- A broad spectrum of medical care services

Assistance for the Most Vulnerable

We recognize that the chronically homeless have a greater need for support in society. For this group, we provide:

- Permanent Supportive Housing at Hudson Villas and scattered sites
- Ongoing voluntary support services
- Overnight accommodations for women, men over 55, and men with physical and/or mental disabilities
THANK YOU FROM A DAY CENTER CLIENT

"You sheltered me, you gave me food
You let me sleep, it wasn’t crude
You helped my feet to find their way
You comfort me in every way
The paperwork that needed done
You did for us, not just for some

We are equal, we’re all the same
We are homeless, you took the shame

The Day Center, it took me from the streets
It gave a roof to shelter me."
The number of daytime visits to the Day Center during 2018 was 98,743, compared to 100,202 in 2017 and 106,217 in 2016.

Although we've seen a slight decrease in daytime visitors, we are experiencing an increase in nighttime lodging, from 36,920 in 2016, to 38,861 in 2017 to 41,399 in 2018.
Our case managers opened 16,504 client files, assisting with emergency shelter, food, clothing, toiletries, showers, and a multitude of other services.

Case managers assisted 709 people with housing applications.

377 people were housed, including 89 families.

The Day Center rehoused at least one client per day, which is 80% faster than the time-frame recommended by HUD.

8 families and an additional 50 individuals were housed using Rapid Re-Housing funds, and 81 families were housed using HUD Continuum of Care funds.

Permanent Supportive Housing was provided to 18 residents of Hudson Villas and scattered sites.

Over 200 individuals were assisted with eviction prevention services.
"MY APPRECIATION TO A WONDERFUL STAFF!!

When I first stepped foot into this building, I was met with open arms. I was not sure of this place at first. But the more they put me at ease, the more comfortable I became. They provided me with a safe place to stay and are also helping me find a place to live.

I appreciate the wisdom and dedication of the staff, and how they really encourage us to push forward and to be better people.

So, I want to thank the staff for providing me a safe place to stay, and giving me hope.

I really appreciate you all from the bottom of my heart!"
We understand that homelessness is a complex issue, often accompanied by mental and physical health issues, as well as a loss of health insurance coverage.

In 2018:

- The free Medical Clinic treated 12,708 clients, an average of 51 per day.
- Volunteer physicians, LPNs and RNs supplemented the Clinic staff to provide essential and critical health services to Day Center clients.
- There were 396 averted EMSA calls, saving the Tulsa community millions of dollars, and also assisting in the prevention of disease.
- There were 1,789 visits to the APRN-NPC, compared to 1,238 in 2017—this is an increase of 45%.
- There was also an increase in the number of cases handled by the physician (740 in 2017 compared to 748 in 2018).

According to Clinic records, the acuity of the conditions treated has increased, meaning that it now takes at least twice the amount of time to triage and establish a new patient record.
The Day Center has been in existence for over 30 years, providing a safe, healthy environment for people in the Tulsa community who are homeless, and offering them opportunities and encouragement for achieving self-sufficiency. As part of this mission, the Day Center and its supporters opened Hudson Villas in 2013, a 60-unit apartment complex which provides supportive housing to formerly homeless individuals.

The objective of Hudson Villas is to provide decent, affordable housing in a suitable living environment with onsite support services to assist those who face the most complex challenges of exiting homelessness and remaining consistently housed. Individuals who have been homeless for a long time may struggle with a combination of addiction and mental and/or physical illnesses; as a result, an array of support services are in place to assist these residents in building life skills and self-esteem, increasing their employment abilities and opportunities, managing health issues, and expanding participation in their community. On-site, individualized case management is critical for this program, providing stabilization, advocacy, and connections to additional services, all leading to client self-sufficiency.

Of the 60 units at Hudson Villas, 18 are considered to be Permanent Supportive Housing, which is a proven approach to solving the problem of homelessness for extremely low-income individuals with physical and/or mental disabilities who need not only financial assistance, but additional support services to live successfully in the community.

Success of the program is based on long-term residency, defined as consistent housing for one year or longer. In 2018, 90% of the residents at Hudson Villas met this benchmark.
VOLUNTEERS

The Day Center relies heavily on community volunteers to provide daily services to its clients. Local churches provide evening meals 365 days per year, and donated food and clothing are essential items for homeless individuals. Volunteers also assist with greeting clients as they come in the Day Center, as well as answering phones, distributing mail, helping in the Clinic, sorting donations, cleaning and organizing the kitchen.

THANK YOU FROM A DAY CENTER CLIENT

To Tulsa Day Center:

I appreciate the staff that truly knows the times that we live in and act accordingly.

Thank you so much,
Woman Experiencing Homelessness
HEART OF HENRY

Tulsa businessman and philanthropist Henry Zarrow was the sort of person who did not wait for people to come and ask him for help. His spirit of care and compassion prompted the Day Center to name its annual fundraising event “Heart of Henry.”

The “Heart of Henry” event features a banquet and an award presentation to an individual who has dedicated his or her life to transforming the Tulsa community by helping others, sharing the philanthropic vision that Zarrow himself embraced.

Also awarded at the annual banquet is the Katie Eller Youth Philanthropy Award, named in honor of the benevolent spirit of young Katie. The award is given to a community youth who has shown the same benevolent zeal that Henry Zarrow was known for.

Previous Heart of Henry Award Recipients:
2013 – Walt Helmerich
2014 – Chester Cadieux
2015 – President David Boren
2016 – Dave Hentschel
2017 – Dr. Gerard Clancy
2018 – St. John Health System

Previous Katie Eller Youth Philanthropy Award Recipients:
2016 – Katie Eller
2017 – Amy Coretz
2018 – Quinn Leos

From left, Judy Zarrow Kishner, Dave and Susie Hentschel
The Day Center has established collaborative relationships with various property owners in the Tulsa area, and similar partnerships with the three major utility companies: PSO, Oklahoma Natural Gas, and the City of Tulsa. Additionally, we are a participant in the Community Service Council’s A Way Home for Tulsa which is the collaborative group spearheading the Built for Zero initiative in Tulsa. The Day Center was the originator of the Fresh Start program, a case-conferencing tool for Built for Zero.

The Day Center is currently the centralized access point for the newly-developed Coordinated Entry System known as All Doors Open. This system allows families and individuals to access services needed to move them away from, or out of, the state of homelessness. As the access point for All Doors Open, the Day Center provides screening, common assessment, and referrals for those who need housing and other services. We also work closely with:

- DVIS
- Salvation Army
- John 3:16 Mission
- Volunteers of America
- 12&12 Substance Abuse
- Goodwill
- Morton Health Services
- Dept. of Human Services
- Community Outreach Psychiatric Emergency Services (COPES)

Most of the population served in our Clinic is uninsured and unlikely to be able to pay for care at another clinic or ER. Unreimbursed care is either absorbed by local organizations or passed on through higher rates and healthcare facility costs. At an average of $2,000 per ER visit and $1,000 per ambulance ride, the 396 averted ER visits in 2018 represent over $1.1M in savings to the Tulsa community.
From reading the previous pages, it is apparent that the Day Center meets a critical need in the Tulsa community. However, in order to continue providing services to the homeless, it has become very apparent that the current facility has become inadequate in many ways.

**We need space:** The Day Center’s facility is 27 years old, and as our services and programs have expanded to meet the needs of the homeless, we are finding our facility to be inadequate, both in space and equipment.

**We need additional staff:** Providing access to case management services and medical care are essential to housing retention. Our goal is to continue to expand the Clinic and case management services as our facility will allow in the future, thereby reducing chronic homelessness.

**We need updated technology:** Enhanced technology will help track and measure outcomes to understand the impact of our programs and provide accurate information to our donors.

**We need program support for housing services:** Housing is the first priority of the Day Center, but must be accompanied by the proper support systems to assist clients in working toward permanent and stable housing.

**We need program support for mental/physical health services:** Because of funding cuts to mental health and other services, the Day Center is seeing more clients, including families with children, than ever before.

**A capital campaign was started in July 2017 to raise $16M for the following:**

- $8.5 million for expansion of the current facility from 24,000 square feet to almost 30,000 square feet, as well as renovation of the entire facility
- $4M for a program expansion fund which will provide additional earnings for the provision of critical services
- $3.5M for a building maintenance fund which will be used for future facility repairs
As of Dec. 31, 2018, the campaign had reached 98% of its goal, thanks to the following donors:

The Anne & Henry Zarrow Foundation
Charlie Bendana
Grace & Franklin Bernsen Foundation
Mervin Bovaird Foundation
Chapman Trustees
Coretz Family Foundation
Pam & Lee Eslicker
Frank & Diane Murphy Foundation
Hille Foundation
George Kaiser Family Foundation
Herman Kaiser Foundation
Mabee Foundation
Morningcrest Health Foundation
Ruth Nelson Family Foundation
Charles & Lynn Schusterman Family Foundation
Bob & Jill Thomas
Frances Biolchini
Tom & Jess Biolchini
Kathy Craft
Fran Fleming
Sharna & Irvin Frank Foundation
Hardesty Family Foundation
Burt Holmes
Sarkeys Foundation
A.R. & Louise Tandy
Wm. K. Warren Foundation
Christine Yannelli
John Steele Zink Foundation
Sanford and Irene Burnstein Foundation
Helmerich Family Foundation
Patrick Milligan
David Poarch
Rachel Blue
Sharolyn Ralston-Whiting
Marie Ahrens
Lucky Lamons
Del Gustafson
Kaysha Andrews