



H H O P E M E L E S S



MISSION

*To serve those who are experiencing
or at risk for homelessness.*



VISION

*We envision a future where
every Tulsan has a home.*

Letter From Our Executive Director



It has been a thrilling 2019! Being appointed executive director was a personal highlight. I'd been honored to serve as associate director for nearly 20 years, and am grateful to stand with so many compassionate and hardworking board members, coworkers, volunteers and others as we fulfill our updated mission: "To serve those who are experiencing or at risk for homelessness." Strategic planning led to a new shared vision, too: "We envision a future where everyone in Tulsa has a home."

We know this is bold. The data in this report illustrate our efforts as we assist Tulsa's most vulnerable citizens in overcoming barriers to experiencing a place called home. It is my greatest joy to witness a client move into their own home. That is our mission and our vision.

Our board of directors comprises some of the best and brightest individuals. Special thanks to President Dan Eslicker for his leadership, advice and advocacy, which has made my transition seamless. Another special thank you goes to Tom Biolchini, who also dedicated several years as an active board member, including two terms as president. Tom willingly chaired our capital campaign and made it look easy to reach our \$16 million goal in record time!

Thank you to The Anne and Henry Zarrow Foundation for their lead gift and to the other foundations, corporations and individuals for their generosity in making this campaign a reality. These funds will ensure the future of our organization, as well as provide a much-needed building renovation. Construction began October 2019 and is projected for completion by late 2020 or early 2021.

Thank you to all of our faithful donors and supporters. Please know that we remain grateful for your support, volunteerism, thoughts and prayers today and in the future.

Mack Haltom
Executive Director

Letter From Our Board President



What an eventful year for the Tulsa Day Center! We witnessed the end of an era as longtime volunteer, employee, and ultimately Executive Director Sandra Lewis retired after nearly 30 years. Sandra's leadership grew the Tulsa Metropolitan Ministry Day Center, housed in a small warehouse in downtown Tulsa, to the 24-hour, 365-day-per-year shelter, resource center and medical clinic we know today as the Tulsa Day Center. In March, the Board of Directors promoted Mack Haltom to executive director after nearly 20 years as associate director. Mack has the leadership and compassion to run day-to-day operations.

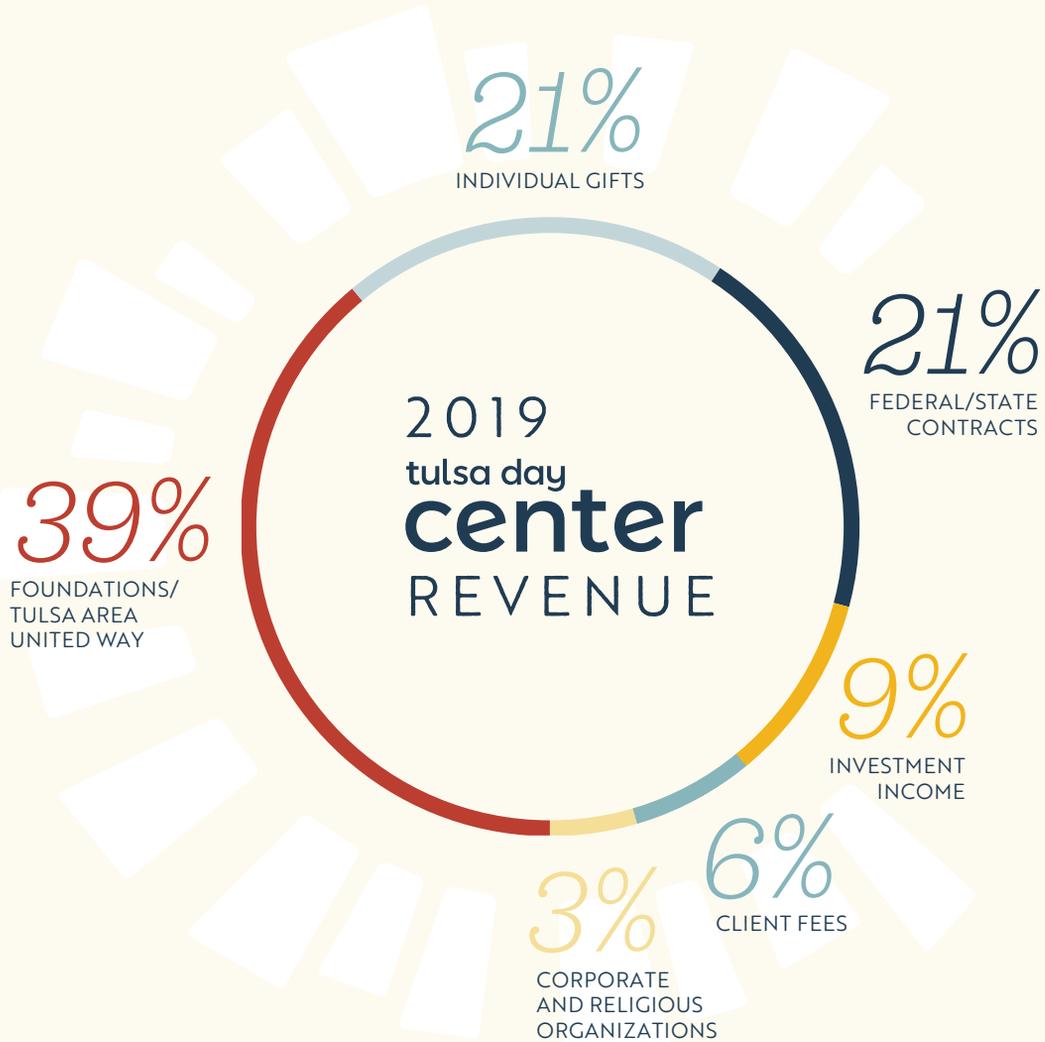
The finishing touches were put on a successful capital campaign that raised \$16.5 million to enhance the building and to provide funding for future program expansion. Normally, I would say this was no easy task; however, in this case, the giving spirit of those in Tulsa shined exceptionally bright. Under the leadership of Capital Campaign Chairman Tom Biolchini, along with the Day Center development team of Monica Martin and Phyllis Danley, board members Rachel Blue, David Poarch, Del Gustafson, and countless others, we were able to complete the campaign within 18 months. We broke ground June 4, 2019.

The building enhancements include an expanded medical clinic, added offices to allow staff and clients more comfort, new shower and restroom facilities, expanded day room, and many more upgrades which the 30-year-old building desperately needs. Even with construction, the Day Center welcomed 300-400 individuals through their doors every day, for a total of nearly 150,000 client interactions annually. On average, we re-house one individual or family every day. Enough cannot be said about the staff of the Day Center and all they do for this vulnerable population.

There is a lot to look forward to in 2020. Board leadership is being handed over to Del Gustafson; board activity is high in all areas. The dedication and motivation of the staff at the Tulsa Day Center is simply amazing. It has been an honor to be able to work beside each one of them while serving as board president.

Dan Eslicker

Board President, 2018-2019



HOMELESSNESS IN TULSA



Collective Impact

The Day Center is an integral member of A Way Home for Tulsa, the community's collective impact organization that fulfills the requirements of the U.S. Housing and Urban Development Continuum of Care. More than 20 voting members work in cooperation to end homelessness in Tulsa. In 2019, the Day Center played a key role in helping create a community strategic plan to address not only how homeless service providers work with those experiencing homelessness, but also how Tulsa's business community can make policy changes to help end homelessness.

THE STRATEGIC PLAN HAS FOUR KEY GOALS TO ACCOMPLISH BY 2024:

**Stop
homelessness
before it begins**



**Transform the
homeless systems
of care to be more
effective, equitable
and person-centered**

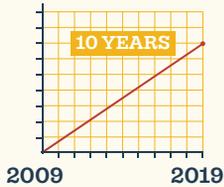
**Increase
access to
housing**



**Partner across Tulsa
to build solutions and
access resources**

ANNUAL POINT-IN-TIME COUNT

Every year, in late January, A Way Home for Tulsa conducts a 24-hour count of those people in our community who are experiencing homelessness. The 2019 point-in-time count found 1,188 people experiencing homelessness, a nearly 10% increase over 2018. Of those, 75% were living in emergency shelter or other crisis housing, 25% were living outside—and 20% were employed.



7%

Data show a **7% INCREASE OVER 10 YEARS** in the number of people in our community experiencing homelessness, with a **96% AVERAGE OCCUPANCY RATE** at area shelters.

Tulsa has the **11TH HIGHEST EVICTION RATE** in the nation.



WHAT WE DO

Through a full range of services, we provide our clients the tools necessary to help overcome homelessness, regardless of their individual situations.



OUR FIRST PRIORITY IS MEETING OUR CLIENTS' BASIC NEEDS: SHELTER, FOOD, CLOTHING, SHOWERS.

We also offer rapid rehousing services, medical assistance and legal aid to help make their experience with homelessness rare, brief and hopefully non-reoccurring.

300-400 CLIENTS
are served each day



148,366
client interactions
in 2019



OVER 2018

Of those interactions, 102,434 were for day services and 45,932 were for the night shelter. Client interactions continue to increase year over year, with the most vulnerable of our clients who need the night shelter increasing 10% from the previous year and 20% since 2016.



CASE MANAGEMENT

Our case managers are central to our goal of self-sufficiency. Once screened, our clients meet weekly with their assigned case managers who provide personalized help to match individual needs.



In 2019, we opened
**21,790 CASE
MANAGEMENT FILES**
to serve our clients

24%
OVER 2018

40%
SINCE 2016

Case managers provide crisis response, assessments and referrals.

We meet the needs of our clients by:

- Providing emergency shelter, both day and night;
- Offering clothing and basic needs;
- Assisting to obtain Oklahoma IDs and birth certificates;
- Referring to appropriate providers for psychiatric help;
- Navigating the wide range of housing resources;
- Preventing homelessness, including eviction avoidance, rental and move-in assistance; and
- Referring to the Tulsa Day Center Clinic.



TULSA DAY CENTER CLINIC

As health care costs continue to rise, the struggle to access medical care is even harder. For too many, the cost of medical care leads directly to eviction and homelessness. Our clinic is one of the few homeless charities in the nation to provide free health care and medication fulfillment.

GENERAL HEALTH EDUCATION

To help our clients make positive decisions regarding their health, we provide them with information on a wide range of health care topics. We also have an array of specialty doctors who volunteer their time and resources. We were awarded the 2013 Dr. Rodney L. Huey Champion of Oklahoma Health award by the Blue Cross Blue Shield for this unique service.

In 2019, staff in the medical clinic served 5,000 clients for a total of 12,862 clinic visits—a 20% increase in unique clients served over 2018.



568
VISITS

Medical treatment to those clients resulted in **568 EMERGENCY ROOM VISITS BEING AVERTED**



which in turn **SAVED THE TULSA COMMUNITY \$1.42 MILLION** in indigent care costs—increased savings of \$500,000 over 2018.



HOUSING OPPORTUNITIES

Housing ends homelessness. This simple fact led us to build Hudson Villas in 2013, a 60-unit apartment complex that provides supportive housing to formerly homeless individuals.

IN 2019, OUR CASE MANAGERS FOUND HOUSING FOR



HUDSON VILLAS

Constructed as a healthy environment to curb chronic homelessness, Hudson Villas is our permanent supportive housing program. The program provides both a home and a support system that encourages self-sufficiency.

Of the 60 units at Hudson Villas, 18 are Permanent Supportive Housing units—a proven approach to solving 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.

Clients at Hudson Villas have improved their health, overcome addiction, become community volunteers, returned to the workforce and avoided returning to homelessness. Success is based on long-term residency, defined as consistent housing for one year or longer. In 2018 and 2019, 90% of the residents at Hudson Villas met this benchmark.



VOLUNTEERS

Our volunteers' impact on the Day Center and our clients cannot be overstated. We have a dedicated group of regulars, plus new volunteers requesting to help every day. After an application and orientation process, we're eager to put them to work in all aspects of service to our clients experiencing homelessness.

Volunteers take shifts welcoming clients at the front desk, helping with computer skills, passing out towels and toiletries as clients access the showers, and sorting donations like clothing and linens. Our volunteers also work in the medical clinic. We welcome registered nurses to work directly with patients. Volunteers who are not medical professionals can work in the clinic, too, at the reception desk or in other non-medical capacities. Each day we welcome large groups to help prepare and serve evening meals to our clients.

IN 2019:



IN BOTH VOLUNTEERS AND THEIR HOURS WORKED OVER 2018

HEART OF HENRY

Tulsa businessman and philanthropist Henry Zarrow dedicated his life to helping those who are less fortunate. His spirit of care and compassion prompted the Day Center to name its annual fundraising event “Heart of Henry.”

The 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.

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

2019 – Judy Kishner





CAPITAL CAMPAIGN: CONSTRUCTION UPDATE

We successfully ended a \$16.5 million capital campaign in Spring 2019.

Once construction is completed in late 2020, the Day Center size will increase to more than 30,000 square feet, up from its current 25,000 square feet. Every decision concerning both the fundraising and the project design has been based on providing enhanced services to Tulsa's most vulnerable citizens. Donors have shown their compassion and generosity by providing substantial financial assistance to complete this project—the Day Center and our clients are grateful.

From the beginning, our goal was to remain open and continue to provide services to Tulsa's homeless population throughout the renovation/construction. The project was divided into three phases to be completed over 18 months, beginning with a new, expanded area for the medical clinic. Phases 2 and 3 include new shower/bathroom facilities and additional office space, followed by the entry, a conference room, additional offices and completion of outdoor projects.

THANK YOU, CAMPAIGN DONORS!

The Anne & Henry Zarrow
Foundation, benefactor

Marie Ahrens

Kaysha Andrews

Charlie Bendana

Grace & Franklin Bernsen
Foundation

Frances Biolchini

Tom & Jess Biolchini

Rachel Blue & Tom Vincent

Mervin Bovaird Foundation

Sanford & Irene Burnstein
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Ruth Nelson Family
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Sharolyn Whiting-Ralston

Charles & Lynn Schusterman
Family Foundation

Bob & Jill Thomas

Sarkeys Foundation

A.R. & Louise Tandy Foundation

Wm. K. Warren Foundation

Christine Yannelli

John Steele Zink Foundation



OUR HISTORY

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 the Tulsa Day Center for the Homeless.

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

2016: The Tulsa Day Center for the Homeless celebrates 30 years of service!

2018: The Tulsa Day Center completes a capital campaign and plans for an expansion of the facility.

2019: The \$16.5 million capital campaign allowed construction to create a larger space to accommodate more clients in the medical clinic as well as increased office space for case managers to meet with clients, plus more room in the common areas.



tulsa day
center

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