



Snapshot of Critical Needs/Advocacy Needs for 2020

	Feb	Mar	May	Jun	Aug	Sep	Nov	Dec	Totals
New Client	36	64	34	18	3	20	41	44	407
Return Client	86	125	106	88	6	24	127	109	1021
Housing Assistance	42	76	140	140	3	95	114	109	936
Men's Housing	18	21	10	17	14	9	12	9	171
Woman's Housing	5	5	5	5	4	4	0	0	46
Successfully Placed:	7	3	0	6	2	2	3	6	55
Rental Assistance	12	1	2	2	0	11	5	1	62
Security Deposit	5	5	3	3	0	4	3	2	44
Utilities Assistance	0	0	0	0	0	0	1	0	5
Transportation	22	7	3	3	3	24	22	10	196
Bus Pass	119	103	0	0	25	18	55	75	541
Furniture	16	9	8	8	0	14	11	9	153
Houseware/ Clothing	63	0	14	14	1	22	13	5	185
Phone Application	2	28	12	12	1	7	5	3	77
Phone Card	1	0	4	4	0	3	2	6	23
Employment Assistance	32	2	7	7	0	19	15	7	165
Utilized Phone/Computer	50	51	39	39	0	43	34	23	352
Driver's License	3	0	2	2	0	1	1	0	10
Obtaining ID	2	2	0	0	0	1	1	2	12
Referrals Made	69	68	17	4	2	88	73	61	544
Community Service		12				0	0	2	14
Warming Center Guests	158	102	132	0	0	0	49	117	810
Cars for Change Apps	2	1	0	0	0	1	2	4	9
Roadhouse Totals* mostly donations through COVID	\$488.90	\$321.51	-	\$124.91	\$140.62	\$1,031.88	\$493.23	\$382.80	\$4,674.86
Homeless Meal or Tickets	51	130	10	20	28	86	114	231	787
Total Services:	865	963	955	965	26	670	971	754	8348

Victory has had a busy year. Above is a picture of the needs we have served. This information came out of our client files and weekly case review sheets. Below are our expenses for direct critical needs help. Our costs are very low compared to the numbers served because we (a) leverage help through agencies and within the community (b) we are a hand up not a hand out. We seek responsibility from the people we are helping whenever possible. We will discuss the COVID-19 impact and our response following the explanation of costs, although it may be included in the justification of each cost.

Critical Needs Expenses, 2019 vs 2020

	2019	2020
1	\$640.72	
. Emergency housing		\$646.11
2	\$82.81	
. Homeless bags		\$281.68
3	\$72.11	
. Medical		\$107.06
4	0	
. Rental assistance		\$490.00
5	\$2,209.13	\$3,258.0
. Security Deposit		0
6	\$153.65	
. Telephone		\$388.23
7	\$263.05	
. Utilities		\$68.50
8	\$733.04	
. Transportation		\$2277.05
9 Critical needs assistance		
. – Other	\$2085.57	\$579.02
Total critical needs		\$8,095.6
assistance	\$6,240.08	4
Storage Unit	\$720.00	\$720.00

Total Critical Needs Expense: \$8,815.64

into affordable, subsidized housing, the subsidy does not reduce their security deposit. We help with a portion in partnership with Oswego County Opportunities and Catholic Charities. Our payment goes directly to the Landlord and comes back to Victory when an individual leaves housing.

6. Victory's homeless population has increased and one of our highest priorities with our homeless and jobless populations is to make sure they are reachable. This may be through a phone card, Assurant Wireless Phone (free phone for low-income people under an initiative started by George W. Bush that replaced the Lifeline program which created low cost landlines for low-income people.) or replacement/repair costs when appropriate.
7. If someone has a gas/electric need, we will go through National Grid's Advocate. This individual will work with most people to help keep their utilities on. We also help with HEAP (Home Energy Assistance Program) applications.
8. Transportation can be for court, employment, medical or housing appointments. Our costs were high for transportation due to food deliveries to homeless individuals throughout Oswego County that were housed in hotels during the pandemic. Additionally, because housing was more limited, we were transporting further to look at apartments, bring belongings, etc. We also had more people providing transportation as there was an increase in helpers because they were temporarily out of work.
9. Critical needs – Other can be for car repair, thrifty shopper for clothing, Walmart for underwear and socks, car insurance for employed people, and any other critical needs that challenge someone's ability to be self-sufficient and take care of their family.

Pandemic Support

Effective March 14, 2020 Victory stepped into a new role to meet emerging needs as a result of COVID 19. We were asked to help out as there were a number of homeless that would stay at the Oswego Hospital emergency waiting room to get out of the cold or have a place to stay. This was no longer optional due to COVID. Daun Whittaker, Executive Director had an emergency meeting with volunteers and Warming Shelter staff. With the exception of two people who were at risk, all were on board to provide support during this difficult time.

Victory closed the Roadhouse Café and all operations to everyone who wasn't homeless. The ministry stayed open 24/7 until June exclusively for homeless services. During this time, we also did psychoeducation and helped our homeless to understand the significance of what was going on. We also had two volunteers that made cloth masks with instructions for easy care for homeless individuals. We coordinated with the Department of Social Services to bring food to all of the homeless people in hotel rooms throughout the county. Churches and volunteers made or purchased food for Victory to feed the homeless staying with us and those staying throughout the county. Volunteers came together so that homeless individuals and their children could have Easter dinner and baskets. One volunteer explained how humbling it was to have an excited child greet her at her car as she was getting baskets out of her trunk. Many volunteers shopped for Victory, brought cleaning supplies so that we could assist our people in doing laundry and keeping clean to prevent virus spread.

Personal addition: It is worthy to note that during this time the volunteers and community support were humbling to say the least. Even at the time of this writing I am overwhelmed with gratitude for the outpouring and generosity of people toward our homeless and addicted community members.

Victory Roadhouse Café

The Victory Roadhouse is a small, volunteer run Café that serves three primary purposes at Victory. (1) It increases fellowship and the likelihood that people will hang out at Victory. This increases opportunities to be ministered to. We are Department of Health certified.

Victory Roadhouse has a limited menu and affordable daily special. The special is \$2.00. Our Café revenue* was \$4,674.86 in 2020. The Roadhouse received \$7,887 in revenue* in 2019. The loss of income is primarily due to the months we were closed to the public due to the pandemic. Our café is typically busiest from March – September. The café was not open or open with restrictions during much of this time. Our Café costs for 2020 were \$6,828.91. This includes one brunch in January and \$138.90 in Wednesday dinner costs for the year. Brunch has not resumed since the pandemic.

One change made following Victory's time serving during March through May: Meal Tickets. Our homeless need to work for their meals. They are given a job to do and in exchange receive a meal ticket. The meal ticket is redeemable for the special, egg and cheese bagel, grilled cheese or tuna melt. People can also use the microwave available to them and bring their own food.

The Wednesday Night Dinner and Study was resumed following the pandemic in mid-June. Attendance was down for a few months but currently averages at 20 people per night. Dinners are provided by local churches and organizations. Some costs incurred as we celebrate birthdays during Wednesday dinners. The Café is open from 9 to 2 Mondays-Fridays. We did not stay open during Farmer Market during the 2020 season.

*All menu items are by suggested donation.

Drop In Center

The Drop In Center is just that - a hangout. The Drop In Center saw an average of 22 people per day in 2020. There is significant overlap among all of our programs as Victory operates as a community. It is common for someone to come in, get help through advocacy, hang out, get food and stay for Wednesday Dinner or come for prayer on Tuesdays. The primary use of the Drop In Center is by our homeless individuals and those struggling with addiction. This has been a significant shift and our volunteers continue to receive additional training as a result of this. The Drop In Center is open, Monday through Friday from 9 until 6. In an effort to continue to help people feel safe, Victory has doubled the number of video cameras in our facility. Additionally, we have a partnership with the Oswego City Police Department to send out the message that safety and integrity is valued at Victory.

Employment

Victory continues to provide employment assistance and operate a Transitional Employment Program. As a result of the pandemic our employment assistance has changed temporarily. We have been assisting people in getting unemployment as well as help with getting drivers licenses, employment training, tools and clothing for work. This year Victory is also helping people to get cars through Cars for Change so that they may do delivery and driving jobs. Victory continues to work with Bridge to Hope to create new employment opportunities for our community. We also

work with SCORE through OCO as well as Oswego County Employment and Training. Victory provided employment assistance to 165 people in 2020 and helped 10 people get their driver licenses or Class E license to drive taxi.

Warming Shelter/Victory House Program

Warming Shelter. Victory is a warming shelter, the first in our county during Code Blue. This means people can hang out at Victory overnight when it is 32 degrees or less (including wind chill). We have paid staff for supervision. Our costs for this program are reimbursed through DSS. We currently take up to 8 people per night. The Warming Shelter will continue to stay at our West First Street location.

The Victory House Program will be discussed as part of a separate report exclusively for our homeless housing. The women’s House has been temporarily closed to help us have more time to get the new location up and running as well as have more income for it. Our Women’s House was a rented property and we were just breaking even on it.

Board Members for 2020

NAME	TITLE
Mary Curcio	President
vacant	Vice President
Andy Curran	Treasurer
Ann-marie King	Secretary
Casmir Usiatynski	

24 E Oneida Street Acquisition

Since, 2017 when I did a walkthrough of the former Vale Haven, I felt that this would be Victory’s new home someday. On August 7, 2020, Victory cast the winning bid online at the county tax auction. This has created significant change in the rest of our year as we worked to get into the building. Victory received a \$60,000.00 grant from the Shineman Foundation for renovations/repairs needed so that we may move our office space over there.

The goal is to move the café and offices to the new location and keep the Warming Shelter and homeless services at the current location. We have been working quickly to do this for two primary reasons (1) When our offices move over we will have a greater capacity at the Warming Shelter (2) Victory needs to be a safe place for people in recovery and it is getting to be too difficult to keep the people in recovery separate from those in addiction at the 225 West First Street location. This move gives us opportunity to better focus on and assist people who want a hand up and desire getting on their feet, while at the same time, giving people who are not ready to receive addiction treatment a safe, loving place so when they are ready - we can help them transition.

Although we were really hoping to transition our ministry and offices over by the end of the year, this did not happen and we expect to be in our new home by spring.

Fundraising/Donations

Fundraising looked different in 2020 due to the pandemic and purchase of 24 E Oneida Street. We did not have our annual Hors d'oeuvres Party and Silent Art Auction in October. The Bike Ride to Ithaca, an annual fundraiser in September could not be planned out because of the pandemic and only raised \$500.00. Last year, the bike ride raised \$4000.00.

Additionally, Victory set up a GoFundMe Charity Page and engaged in a letter writing campaign to raise money for the auction. Through these efforts, Victory raised about \$24,000.00 toward the cost and repair of 24 E Oneida Street. Victory also sold the donated house in September, 2020. These funds were put toward renovations and repairs at the former Vale Haven. Per last year’s annual report, we were expecting to use it toward the purchase a new women’s house with the proceeds from the sale of the house.

Annual Church Support - Regular Donors

Elim Grace Christian Church, Oswego	Monthly church support with some additional monies toward the fundraiser for the new location.
Freedom Life Church, South Butler	
Life Church, West Monroe	
New Covenant Community Church, Oswego	
New Haven Congregational Church, New Haven	
Reformed Presbyterian Church, Oswego	
TOTAL	\$17,377.18

Church Support – Specific Fundraising for new location

Believer's Chapel North	
God's Vision Christian Church	1,535.00
Hannibal United Methodist Church	330.00
Oneida Association United Church of Christ	\$75.00
	\$500.00

TOTAL	<u>\$2,440.00</u>
Individual and Business – Monthly Donors	
TOTAL	<u>\$6,435.77</u>
Individual and Business – Periodic or for new location	
TOTAL	\$45,457.45

Volunteers/Staff

Victory has 4 cooks, 2 people in maintenance/janitorial, 3-4 advocates, and an Executive Director and Associate Director. Two of our volunteers in 2020 were AmeriCorps volunteers. In the café, the daily cook is responsible to oversee and coordinate kitchen help.

In the 2019 report, Victory was seeking to pay the Executive Director and coordinator for advocacy and the Café in the upcoming year. Victory was unsuccessful at making this happen in 2020 because of the pandemic followed by the purchase of the former Vale Haven. This was very time and resource heavy. Having AmeriCorps volunteers for advocates has created a great deal of consistency in advocacy making our helps far more effective.

We have had over 40 community service workers, students and temporary or short term volunteers throughout the year.

We have three paid Warming Shelter Staff and two support volunteers. Once the offices move to 24 E Oneida Street, we will have 1-3 more staff people and increase our capacity by 3 to 6 individuals. Oswego County Department of Social Services reimburses our Warming Shelter costs. In 2020, we received a grant from the COVID Relief Fund to pay costs for the Warming Shelter to stay open continuously throughout April and May when it was not at or below 32 degrees.

Moving forward

The big thing is to get the new location opened so that we may provide a safe place and appropriate service delivery and mentorship to our people in recovery and those just trying to learn and grow so that they can be productive members of society and take care of themselves and their family.

Linked Programs

The Prayer and Healing Rooms has been maintained by appointment only or through ZOOM communication to the best of our ability throughout the pandemic. Once our offices move, there will be more outreach done.

Counseling. Although the counseling is the Executive Director's "day job", it provides great benefit to our constituency and about 35 people who come to Victory with varying needs receive counseling and discipleship. Victory is still actively seeking another licensed social worker to come in to the practice.