



Photo by Will Pearsall



Photo by Natalia Blaskovich



Photo by Stephanie Ottavi



Annual Impact Report

FY 2024 | July 2023 - June 2024

"I owe a huge thank you to the CSEI staff. They helped me feel like I wasn't alone and always had support. I worked hard to get to this point. Now, I need to work harder to stay. Just because I'm mostly back on my feet doesn't mean I can just stop. There are still mountains to climb. With their help, I know I can do it."

-Sarah, CSEI Client

Photo by Kristen Leffler

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Our Mission

CSEI promotes and encourages public well-being; provides homeless prevention resources to those living in poverty and threatened with homelessness; helps individuals and families survive and exit homelessness; and expands opportunities and empowers people to be self-sufficient in east central Iowa cities and counties.





A WORD FROM CSEI'S DIRECTOR; JENNIFER WALKER

Can Homelessness be Solved?

Solving homelessness is one of those very large topics that seems insurmountable. Rather, at Community Solutions of Eastern Iowa, and in discussions across the country, homeless providers are turning to the idea of functional zero. When we talk about ending homelessness, we are talking about reaching functional zero as a milestone a community reaches when homelessness is brief, rare, and non-recurring. We know that there will always be a need for homelessness response services, but we want to ensure that our service system can resolve homelessness quickly and effectively for anyone who experiences it.

As CSEI continues to work toward function zero in our communities, we have started to see good things happening in our region in the past year:

- Call volume to our Housing Helpline fell for the first time in 3 years, dropping below 3,000 calls in the past fiscal year.
- Homeless Prevention funding was put into play to help people before they are evicted or lose their homes.
- The housing crisis continues to be the principle cause of homelessness, but we are working with more and more property owners and developers who are interested in working with us to secure affordable housing.
- Our list of partners remains steady and we are seeing more organizations join us at the table to offer assistance in many forms.
- CSEI case managers work closely with the homeless to get them supplies they need to survive through our Street Outreach program. They also work with people who are in our housing programs to help them with individualized plans for success.

It is far too soon to see if we are going to see year-over-year impact in the number of calls to CSEI, or in the number of households we can help. But we are excited to be putting the right tools and programs in place and are hopeful. We hope you will join us in the coming year as we continue this critical work.

Program Overview

CSEI has three programs, all which provide critical services to individuals and families experiencing a housing crisis:



Housing Helpline

Individuals at risk of homelessness in Delaware or Dubuque counties are encouraged to call the Housing Helpline to access information, referrals, and resources in their communities related to housing instability or homelessness.

Street Outreach

Outreach program with emphasis on reaching those living unsheltered and providing basic needs and referrals to housing support resources and shelter services

Housing Assistance

Rapid Rehousing

Short and medium-term rental assistance and case management for individuals and families who are homeless

Homeless Prevention

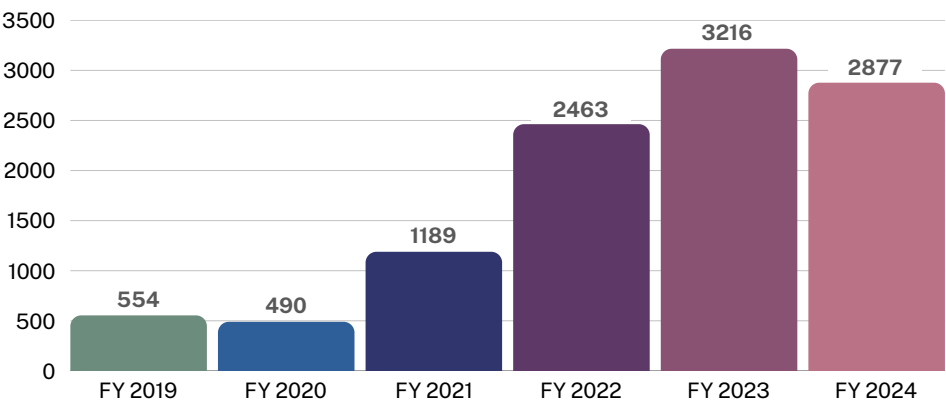
Short-term rental assistance for individuals and families who are at imminent risk of homelessness

Tenant Based Rental Assistance

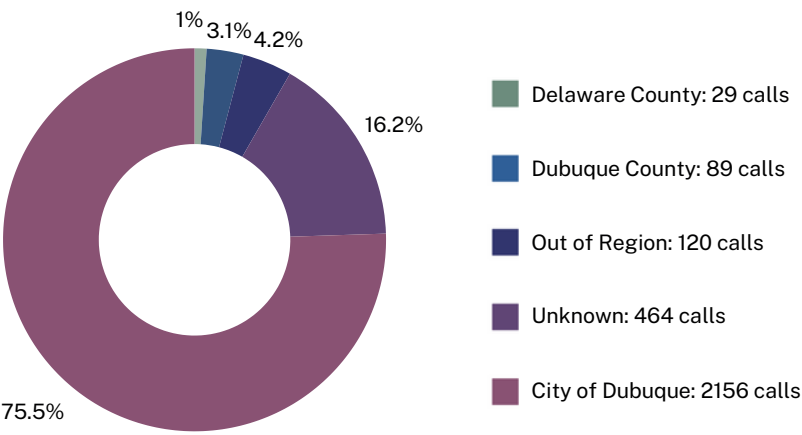
Rental assistance for individuals and families who are homeless or at risk of homelessness

Housing Helpline

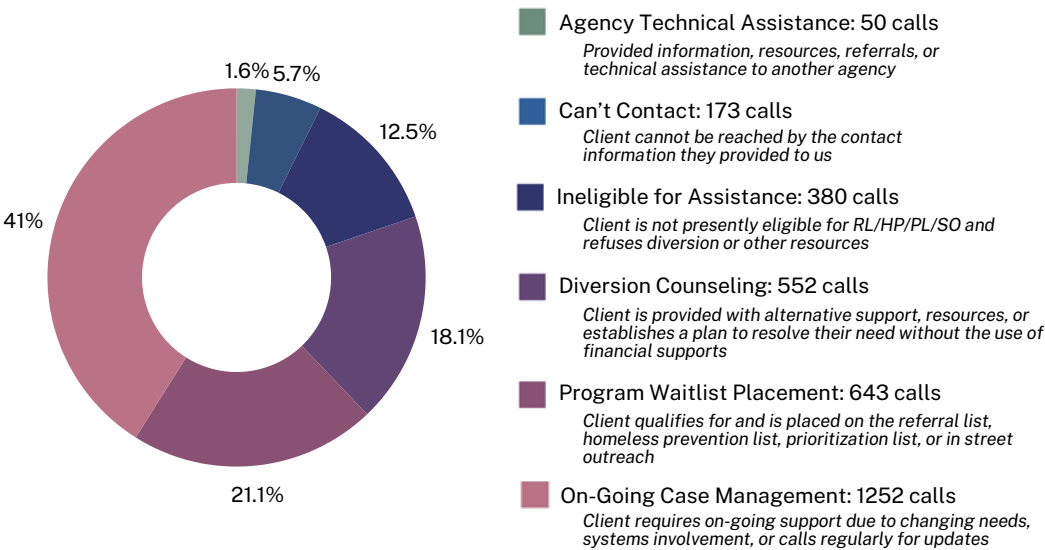
Call Volume



Caller Origin



Call Outcomes



Street Outreach

82

Clients served by street outreach

68

Individuals exited to a positive housing destination

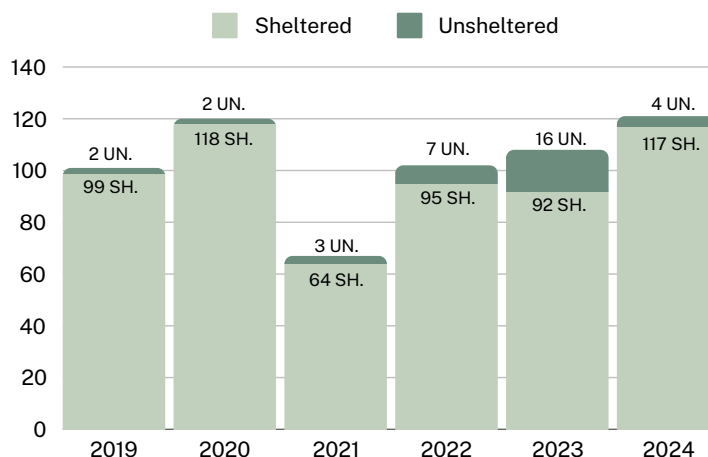
18

Clients identified as chronically homeless

13

Clients housed with a CSEI housing assistance program

Point-in-Time Count Data



The Point-in-Time (PIT) Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January.

Each year, CSEI coordinates this count for our area. Many agencies and community members participate in the PIT Count each year. These include city officials, police, area nonprofits, and volunteers. Volunteers have credited this experience to providing them with a better understanding of homelessness, appreciating the needs of our community, and impacting their lives.

"I was outside camping for two and a half years, you (CSEI Staff) came and checked on me, brought me water, brought me stuff I needed. It helped me out immensely." Dave recounted being helped during the annual Point In Time count, "I remember that one day you came at 4:45 in the morning. I was thinking 'they're crazy.' You could have driven your car right up to the campsite, but you walked the whole way just to bring me things I needed."

-Dave, CSEI Client

Housing Assistance Programs

124

Clients served by
rapid rehousing

22

Clients served by
tenant based rental assistance

66

Clients served by
homeless prevention

174

Clients exit to a
positive housing
destination

22

Clients served with
history of chronic
homelessness

Clients served



56% Children

44% Adults



59% Women

40% Men

<1% Transgender



38% of clients self-reported a disabling condition

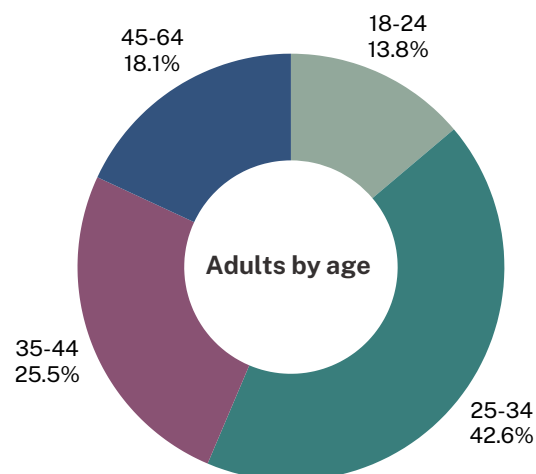
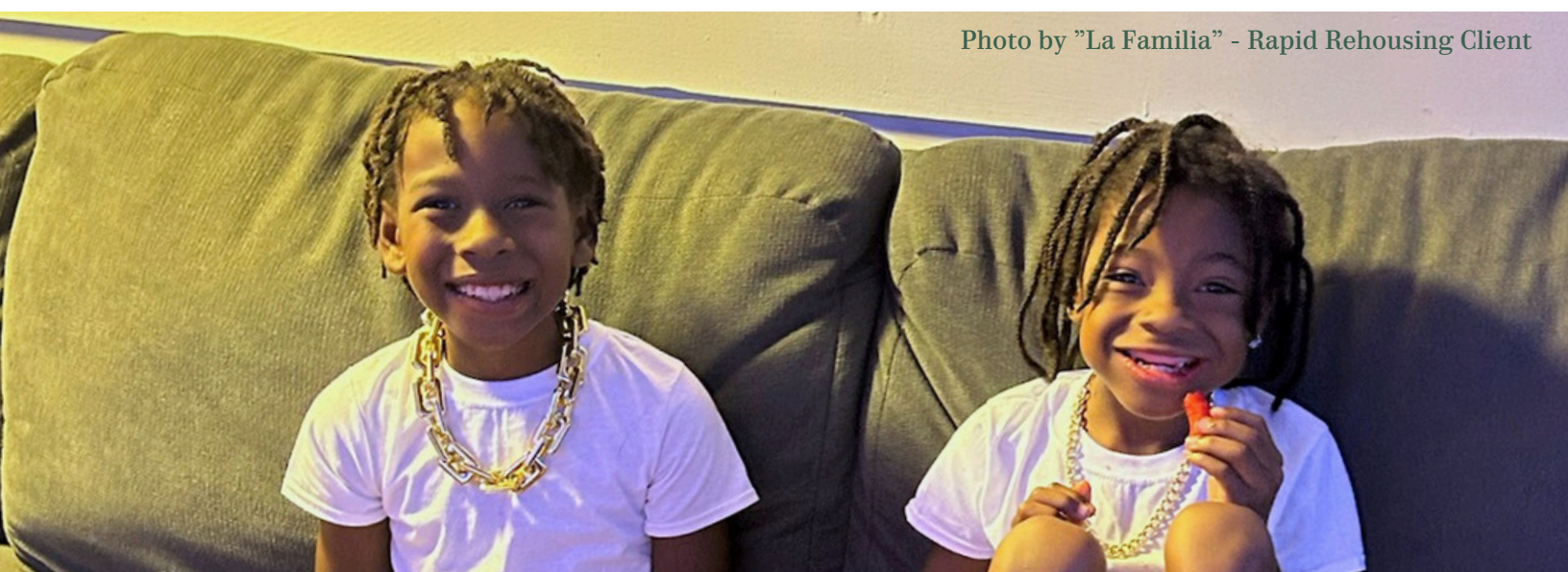
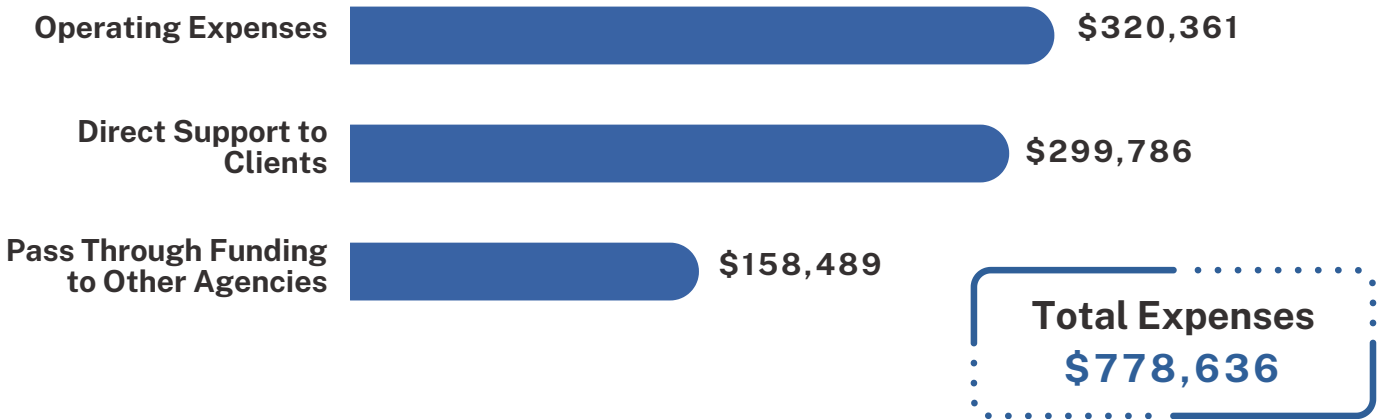


Photo by "La Familia" - Rapid Rehousing Client



Finances

Expenses



Support & Revenue



The Cost of Homelessness

Data provided by the National Alliance to End Homelessness and CSEI



FY 2024 Fundraising & Awareness

This year was focused on raising awareness as to who CSEI is and what crucial services we provide to our communities through the following activities:

Speaking at community events to share current news and programs to help those experiencing a housing crisis

Care & Share Drive in November – Homeless Awareness Month

@HOME Photovoice Exhibit at Dubuque Museum of Art

Grants & Annual Appeal

- The United Way of Greater Dubuque Kick-off Breakfast
- The United Way of Greater Dubuque – John Deere Day
- Rotary Club of Dubuque
- Iowa National Association of Housing & Redevelopment Officials
- 18 locations throughout Delaware and Dubuque counties placed bins at their places of business, education, and worship
- Hundreds of donations were made at bins and through our Amazon Prime Wishlist
- 21 photographers exhibited their photograph voice on what “at home” means to each of them
- More than 200 people attended the opening reception to celebrate CSEI and the exhibition
- Grants to fund the exhibit were awarded to CSEI by the NEA/IEDA/Iowa Arts Council and the DRA
- Articles, ads, and interviews by CSEI and DuMA staff and participants took place throughout the spring and summer of 2024
- CSEI’s first Annual Appeal mailed
- More than 25 private foundations and individuals made first-time gifts
- CSEI secured \$132,441 in private donations

Thank you

to all of our volunteers and donors who helped CSEI work with people in our community who are struggling to be and stay in housing. We are a tiny nonprofit working to make a meaningful impact at a time when the numbers of homelessness and fear of losing a home are at record numbers. **YOU** make the difference in what we do!



How to make a gift to CSEI:

Mail Donations:

Community Solutions of Eastern Iowa
7600 Commerce Park
Dubuque, IA 52002

Donate via Amazon or PayPal:

Scan the QR Code or visit our website:
cseiowa.org/donate-now





Photo by Patrick Valant

The Strategic Plan

Where are we going?

CSEI has two full-time and two part-time staff. Our total budget was under \$1M last year. We are small, but mighty. Originally tasked only with managing a permanent supportive housing grant for the City of Dubuque, we have worked to become a trusted, reliable and crucial resource for Delaware and Dubuque county residents. We rely on volunteers, including a deeply invested board of directors, who want to make a difference. We have come very far in a few years, but have much work to do.



Ensure that our programs meet the needs of our region.

CSEI has applied for a federally funded Permanent Supportive Housing grant that offers a Housing First approach to some of the most challenging people to house in our community.

Secure and maintain funding to address the needs of those experiencing homelessness and housing instability.

We have had a difficult time the past year utilizing some of our federal funds because of the lack of decent, affordable housing. Simultaneously, there are many landlords who won't accept our assistance programs and clients. CSEI does not own properties, so we continue to build strong relationships with new and existing landlords and look for mission-driven contractors to develop the affordable housing our community needs.

Secure and maintain staffing to successfully obtain and implement funding.

Federal funds require 25% matching funds through non-federal sources, so our fundraising has to continue to increase. Grants are also becoming increasingly competitive, so our grant writing must be top-notch and requires more time. The Housing Helpline is not funded through regular housing grants, so we need to fundraise to staff the service annually. CSEI continues to work toward stabilization and expansion of staff to effectively manage the program needs.

The Team

Board of Directors

Beth Bonz

Board Chair

Cori Burbach

Vice Chair

Connie Behnken

Board Member

Martha Donnelly

Board Member

Martha Doyle

Board Member

Rick Mihm

Board Member

Andy Mozena

Board Member

Stephanie Ottavi

Board Member

Nicole Recker

Board Member

Mindy Wiley

Board Member

Sam Wooden

Board Member

Staff

Jennifer Walker

Director of Special Programs

Shelby Eipperle

Homeless Program Coordinator

Christine Efferding

Homeless Program Coordinator

Mike Gomoll

Administrative Services Assistant



Jennifer Walker, Cori Burbach, and Beth Bonz

"I'm honored to be part of the CSEI board. CSEI provides the critical service of helping some of our most vulnerable residents find a safe place to call home. We have also worked with our partners to provide public education and engagement to deepen understanding of and empathy for our unhoused residents. This summer, I participated in the point in time (PIT) count which opened my eyes to how easily our neighbors can be living outdoors out of sight, near places I visit regularly. CSEI is doing important work in and for our community."

- Cori Burbach, Assistant City Manager - City of Dubuque | Vice Chair - CSEI Board of Directors

Donor Honor Roll

- Fred C. and Katherine B. Andersen Foundation
- Anonymous
- Elizabeth Bonz
- Cafaro Foundation
- City of Dubuque
- Dawn Danielson
- Dubuque County
- Fidelity Bank & Trust
- GreenState Credit Union
- ImOn Communications
- MidwestOne Bank
- John & Stephanie Ottavi
- Premier Bank
- Sisters of Charity of the Blessed Virgin Mary
- Sisters of the Presentation of the Blessed Virgin Mary
- United Way of Dubuque Area Tri-States

Care & Share Sites

- City of Asbury
- Fareway Grocery Dubuque
- Fareway Grocery Manchester
- First Congregational Church UCC (Dubuque)
- Holy Trinity Lutheran Church (Dubuque)
- Kennedy Mall
- Nativity Church (Dubuque)
- Off the Hoof
- Resurrection Catholic Church (Dubuque)
- St. Luke's United Methodist Church (Dubuque)
- St. Mary's Church (Manchester)
- St. Patrick's Church (Ryan)
- St. Thomas Aquinas Pastorate (Cascade)
- theStone Church (Manchester)
- Tri-State Christian Schools
- Wahlert Catholic High School



Community Solutions of Eastern Iowa
7600 Commerce Park
Dubuque, IA 52002

Helping individuals and families
survive and exit homelessness