



Photo by Natalia Blaskovich (Photovoice 2024)



Annual Impact Report

FY 2025 | July 2024 - June 2025



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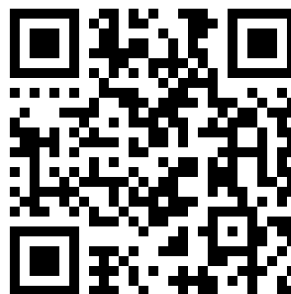
Our Mission

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.

Help us achieve our mission:

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



A WORD FROM CSEI'S DIRECTOR, JENNIFER WALKER

Rising Challenges, Real Solutions

Last year I wrote about solving homelessness and reaching Functional Zero – where homelessness is brief, rare, and non-recurring. We made great strides toward this goal again in fiscal year 2025:

- Housing Helpline call volume fell for the second consecutive year.
- Funding helped 319 people become housed or stay in their homes and not be evicted.
- Our Homeless Program Coordinators continued critical diversion counseling such as problem solving with landlords, transportation, and income issues that relate to staying housed.
- We continue to build private partnerships with people who believe in our mission and are helping us fill funding gaps.

But, to tell you I remain as optimistic as last year would be a lie.

Here's the landscape that we are facing in the counties we serve and across the nation:

- CSEI coordinated the HUD summer Point-in-Time (PIT) count that recorded 69 people living unsheltered in our region, more than double any previous CSEI count.
- Several of the people we met through our Street Outreach program are families with small children or couples who could not be separated. Dubuque shelters are consistently operating at capacity and are unable to meet the needs of families.
- The housing crisis continues to be the principal cause of homelessness. There's not much profit in low-income housing for a developer, so it's a tough sell. Some progress is being made, and we need to keep at it.
- The US Department of Treasury's Emergency Rental Assistance 2 program helped prevent hundreds of evictions in eastern Iowa. This program ends in September 2025 and was CSEI's largest and most course-altering funding for the past three years.
- The proposed federal budget cuts will hurt. If there are fewer vouchers and less case management, there will be strong, negative, ripple effects in our community, with an estimated 10-15% increase in visible homelessness in Iowa alone.

CSEI continues our daily boots-on-the-ground approach. We are keeping people in their homes and finding homes for those who are homeless. We are building workable plans with our participants for long-term success and looking for ways to adapt and improve our services.

We hope you will join us in this critical work of helping people survive and exit homelessness.

Program Overview

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



Photo by Kayla Pirkola (Photovoice 2024)

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

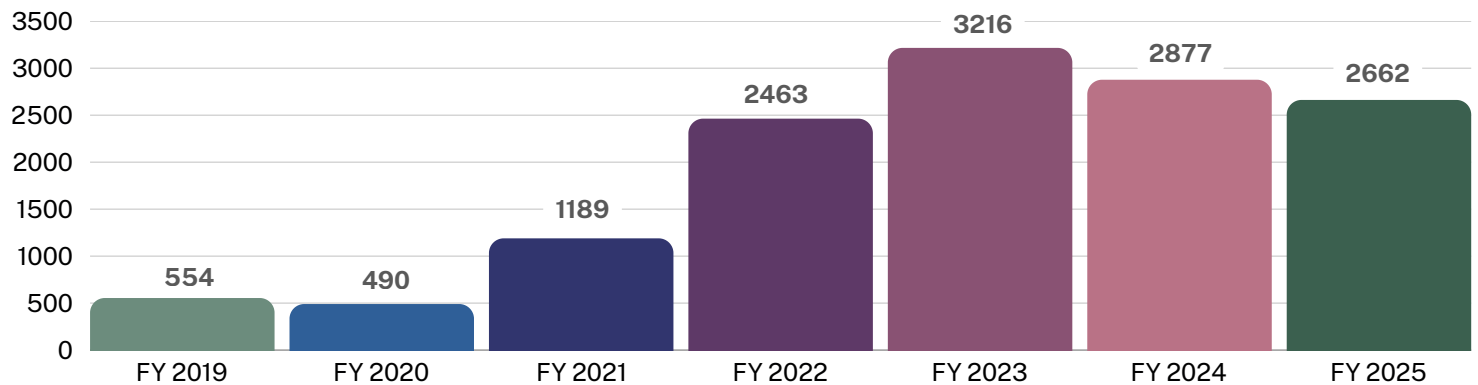
Rental assistance for individuals and families who are homeless or at risk of homelessness.

CSEI's programs served

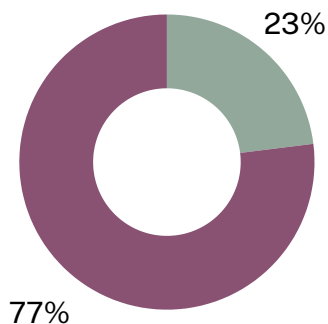
3038 People

Housing Helpline

Call Volume



Caller Origin



City of Dubuque
2039 Calls

Rural Communities
623 Calls

Nicole worked multiple jobs while raising three kids but still struggled to make ends meet. Despite her efforts, it was a challenge for her to pay her rent. When she received an eviction notice, Nicole called CSEI's Housing Helpline looking for support. She couldn't see the light at the end of the tunnel, but after being connected with the helpline staff, she finally saw a way out. Nicole was quickly assisted through CSEI's Homeless Prevention program and was able to focus on her goals and find stability again.

"Being part of CSEI's program changed how I handle hard things. It's changed my life."



Street Outreach

57

Clients served by street outreach

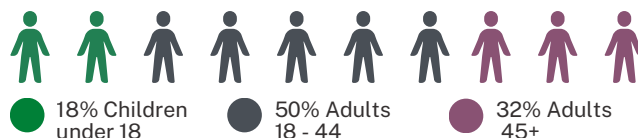
CSEI first met Brett during the annual PIT count. Though he didn't come out of his tent that day, we left a small first-aid kit with our contact information inside, hoping he might reach out.

A few days later, when CSEI staff returned, we finally had the chance to meet Brett (and the pups) in person. That's when we learned Brett's story. He had been camping with his brother, but after his brother's passing, Brett was left to face the challenges of homelessness alone. He shared how hard it was to work full time while worrying about leaving his dogs at camp with no one to care for them. Life outside, he admitted, just wasn't the same anymore. CSEI worked with Brett through Street Outreach until he was assisted with our TBRA program less than a month later.

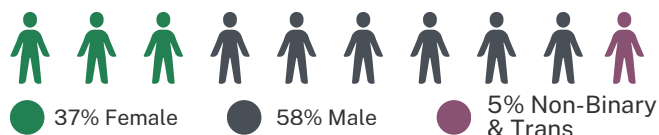
Today, Brett is stably housed, working, and caring for his dogs in the safety of his own home.

Clients served

Age



Gender



Disabled



Housing Assistance Programs

109

Clients served by
rapid rehousing

61

Clients served by
**tenant based rental
assistance**

149

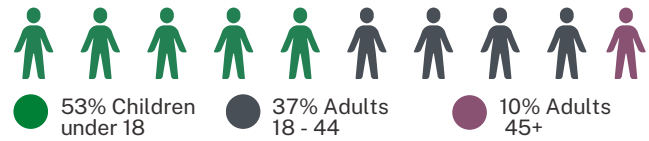
Clients served by
homeless prevention

Latasha is a single mom of two. Her first and only episode of homelessness was sudden and thankfully brief. One incident changed her life and left her homeless with her two kids. She was quickly enrolled in CSEI's Rapid Rehousing Program and moved into an apartment. Latasha successfully completed CSEI's Rapid Rehousing Program this year and has maintained permanent and stable housing for herself and her two children.

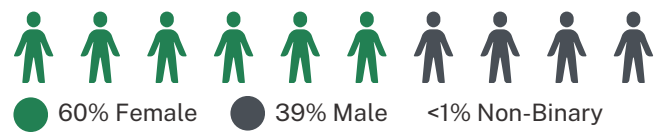
"Since joining this program, I have felt relief and security, supported by genuine people. I began meditating, praying, and reflecting on my journey. Meeting Shelby was a blessing, and her support is unmatched. I've had good times and unexpected surprises."

Clients served

Age



Gender



Disabled



Point-in-Time Count

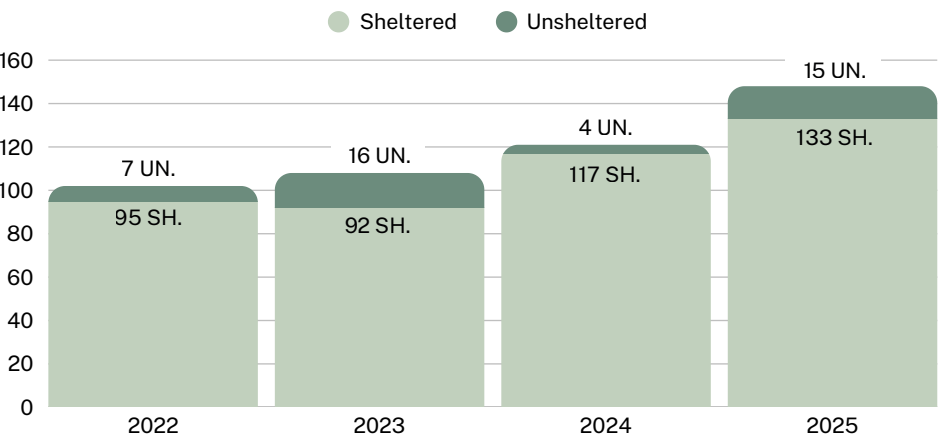
The Point-in-Time (PIT) Count is an annual count of both sheltered and unsheltered individuals experiencing homelessness on a single night in January. The count provides critical data that helps communities understand the scope of homelessness and informs funding, services, and policy decisions.

Each year, CSEI coordinates this important effort for our area, bringing together city officials, law enforcement, local nonprofits, and community volunteers. In addition to the January count, we also conduct a summer count to survey the number of unsheltered individuals experiencing homelessness. This helps us gain a more accurate understanding of homelessness across different seasons.

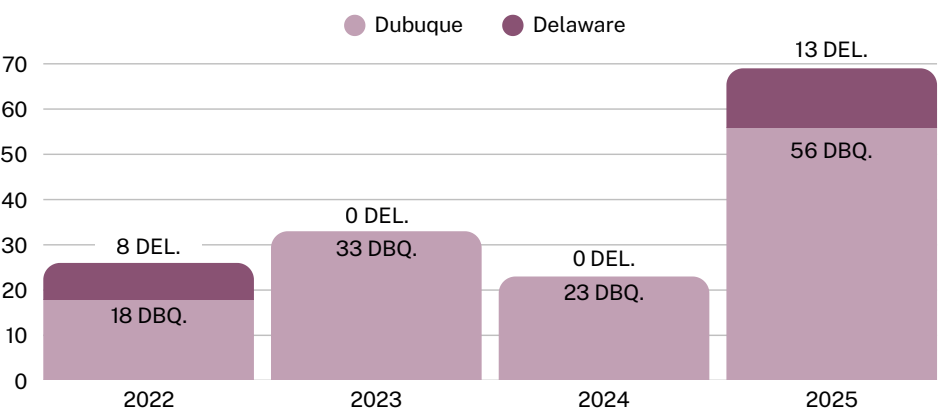
Volunteers consistently describe the experience as powerful and transformative. Many report gaining a deeper understanding of homelessness, a stronger connection to the needs of our community, and a lasting personal impact through their involvement.



Winter Point-in-Time Count Data



Summer Point-in-Time Count Data*



Impact of Point-in-Time Count



Sam Wooden
RSH Legal
CSEI Board Member

"This was my fourth time volunteering for this event, and the high number has me worried we might be seeing the canary in the coal mine. Full-fledged homeless, camping, hiding, homelessness is the most brutal way of life imaginable in this country. I don't think people appreciate how dehumanizing it must be to live under those circumstances; at least I couldn't feel fully human.

PIT has reiterated to me that the relationships CSEI builds are critical to these people - despite their often unwillingness to accept help. Volunteering for PIT is helpful in rebuilding my empathy for how bad some of these folks have it."

"I did not know that many persons hide their place. I know these folks appreciate and need their privacy. I think many people have little understanding of this issue. They wonder why they are homeless not realizing there is a "story" behind the choice."



Martha Donnelly
Sisters of the Presentation BVM
CSEI Board Member



Katy Wethal
Dubuque City Council

"The encampments surprised me. Folks attempt to stay hidden...many unhoused individuals go to great lengths to remain out of sight.

Attending the PIT was incredibly helpful for me in better understanding the role (or many roles) that CSEI plays in providing and connecting individuals to services. Better understanding processes is very helpful as an elected official."



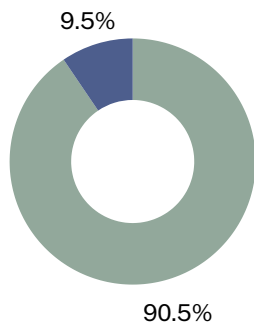
"I just want to say how grateful I am to have had the opportunity to participate in PIT — and especially to work alongside the amazing CSEI team. It was such a powerful experience that helped bridge my classroom learning with real-world application."



Franny Heiberger
University of Iowa Student
CSEI Intern

Finances

Revenue

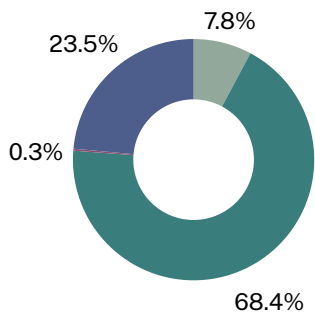


Government
\$1,515,961

NonGovernment
\$158,814

Total Revenue:
\$1,674,775

Expenses



Direct Support
\$1,122,734

Pass Through Funds
\$386,566

Administrative
\$128,221

Fundraising
\$4,298

Total Expenses:
\$1,641,819



The Cost of Homelessness

Data provided by the National Alliance to End Homelessness and CSEI rounded to the nearest dollar.

\$2,986
Cost per person
(in CSEI program)



376

Clients
enrolled in
CSEI's programs



\$1,122,734
Cost to taxpayers
for persons in CSEI program
(state & federal grants)

\$37,699
Cost per person
(homeless)



\$14,174,824
Cost to taxpayers if CSEI
clients remained homeless

Donors & Funded Partners

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Elizabeth Bonz
The Cafaro Foundation
Crawford Company
Dubuque Area Retired School Personnel Association
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Sisters of the Presentation of the Blessed Virgin Mary
Sisters of St Francis
Theisen's - More for Your Community Grant
Theresian Sisters of Dubuque
Sue Wilson
United Way of the Dubuque Area Tri-States
U.S. Department of Housing & Urban Development
U.S. Department of Treasury

**Every effort has been made to ensure the correct spelling and presentation of donor names. If correction is needed, we welcome you contact us so we can make it right.*

Thank you

Every day, we meet neighbors who are doing everything they can to hold on to their homes. Thanks to our incredible volunteers and donors, CSEI is able to stand beside them with support, resources, and hope. We may be a small nonprofit, but together with you, we're making a big difference at a time when housing insecurity and homelessness are at record highs. From the bottom of our hearts - thank you.

You are the reason hope lives here.



Care & Share Sites

In conjunction with our Annual Fund appeal, CSEI holds its annual Care & Share Collection and Fund Drive in November, Homeless Awareness Month. Last year, we partnered with several organizations to help us raise awareness and collect essential supplies.

City of Asbury
First Congregational Church UCC (Dubuque)
Premier Bank
Sisters of Charity of the Blessed Virgin Mary
Tri-State Christian School

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Helping individuals and families survive and exit homelessness