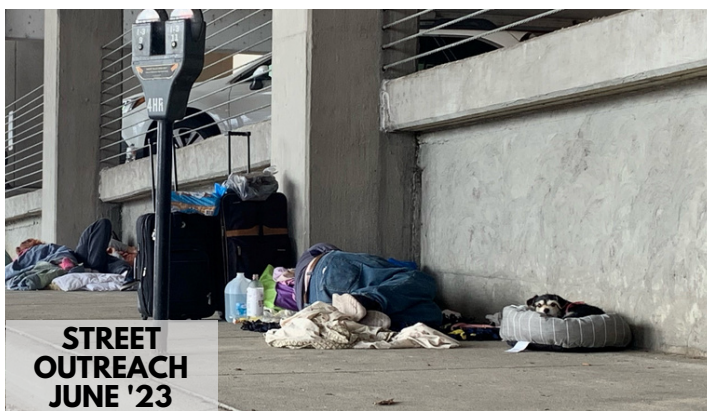


# FY 2023 IMPACT REPORT

*Our mission is to promote and encourage public well-being; provide homeless prevention resources to those living in poverty and threatened with homelessness; to help individuals and families survive and exit homelessness; and to expand opportunities and empower people to be self-sufficient in east-central Iowa cities and counties.*



## PROGRAMS

### Rapid Rehousing

Rapid Rehousing is a program that rapidly connects families and individuals experiencing homelessness to housing through the use of assistance that may include time-limited rent, deposit, and utility assistance and supportive services such as case management.

### Street Outreach

Street outreach works to provide individuals and families who are residing outside with a connection to resources or assistance. Staff are able to meet with clients where they are residing and work on immediate needs related to shelter, food, health, clothing, transportation, etc.

### Housing Hotline

Individuals facing homelessness, risk of homelessness, or other forms of housing instability in Delaware or Dubuque counties are encouraged to call the CE Housing Hotline to access information, referrals, and resources in their communities related to housing instability or homelessness.

## COST OF HOMELESSNESS

(data provided by the National Alliance to End Homelessness and CSEI)

**\$3,816**

COST PER PERSON  
(IN CSEI HOUSING PROGRAM)



**154**

CLIENTS  
ENROLLED IN  
CSEI'S  
HOUSING  
PROGRAMS



**\$587,663**

COST TO TAX PAYERS  
FOR PERSONS IN CSEI HOUSING  
(STATE & FEDERAL GRANTS)

**\$49,663**

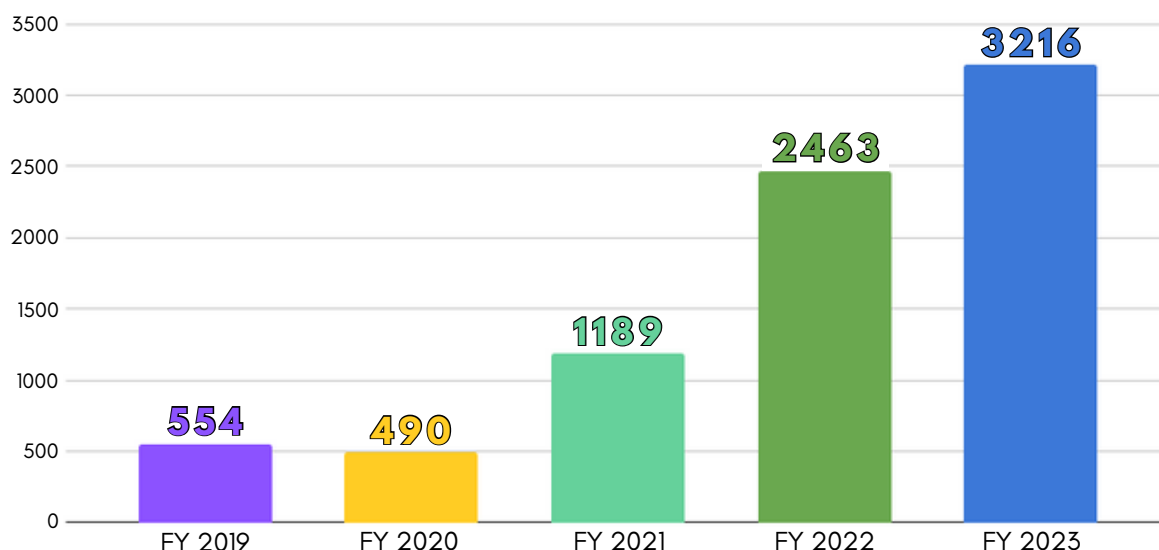
COST PER PERSON (HOMELESS)



**\$7,648,102**

COST TO TAX PAYERS IF CSEI  
CLIENTS REMAINED HOMELESS

# FY 2023 IMPACT - CALL VOLUME & PROGRAM OUTCOMES



## REFERRAL LIST OUTCOMES IN FY 2023

|                | Households |
|----------------|------------|
| Total Added    | <b>473</b> |
| Total Assisted | <b>142</b> |

|                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------|
| Provided information, resources, referrals, or technical assistance to another agency                                                     |
| Client is not presently eligible for RL/PL/SO and refuses diversion or other resources                                                    |
| Client cannot be reached by the contact information they provided to us                                                                   |
| Client is provided with alternative support, resources, or establishes a plan to resolve their need without the use of financial supports |
| Client qualifies for and is placed on the referral list, prioritization list, or in street outreach program                               |
| Client requires on-going support due to changing needs, systems involvement, or calls regularly to keep staff updated on needs            |

AGENCY  
TECHNICAL  
ASSISTANCE

**77**

INELIGIBLE

**211**

CANNOT CONTACT

**251**

DIVERSION COUNSELING

**760**

REFERRERAL LIST, PRIORITIZATION LIST, STREET OUTREACH

**781**

ON-GOING CASE MANAGEMENT

**1136**

## CALL OUTCOMES IN FY 2023

**72**

**Percent of ESG Street Outreach participants exited to a positive housing destination**  
(PERMANENT HOUSING OR SHELTER)

**77**

**Percent of all Rapid Rehousing participants exited the program to a permanent housing destination**

**Unsheltered individuals that were helped during the January Point-In-Time count**

**16**

**Percent of participants served with rapid rehousing were children**

**49**



photo by Jessica Reilly (TH Media)

*"I am so grateful we are to be in a space of our own again. This program came at just the right time, and I'm thankful for what it has done for my family and me. Through all of this, I always try and remember, it's just a bad moment or a bad day, not a bad life."*

- ESG Rapid Rehousing Client

**Total number of individuals served through CSEI'S Street Outreach & Rapid Rehousing programs**

**262**

# FY 2023 IMPACT - WHAT'S NEW & REVENUE

## CARE & SHARE TO HELP THE HOMELESS



In November 2022, CSEI kick started the Care & Share program in collaboration with Theisen's. This program will occur annually and donations will support the emergent needs of those in our community who are living outside, as well as our clients who are transitioning from homelessness to housing.



**JULY 2022: CSEI PUBLISHED ITS FIRST QUARTERLY E-NEWSLETTER**



**FEBRUARY 2023: CSEI STARTED ITS FACEBOOK PAGE!**

[www.facebook.com/CSEIowa/](http://www.facebook.com/CSEIowa/)



**MARCH 2023: CSEI STARTED ITS NEW WEBSITE!**

[www.CSEIowa.org](http://www.CSEIowa.org)

## CSEI RECEIVES \$240,000 IN RAPID REHOUSING ASSISTANCE FUNDING

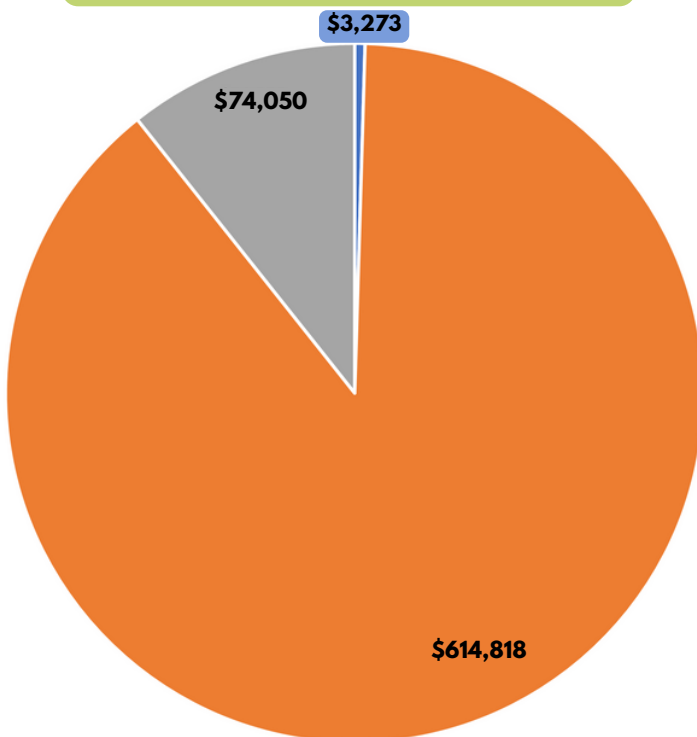
CSEI was recently awarded \$240,000 from the Continuum of Care's (COC) Rapid Rehousing Program. COC Rapid Rehousing is a permanent housing program that provides short-term to medium-term tenant-based rental assistance and supportive services to households experiencing homelessness.

## TOP STORY: CSEI FEATURED



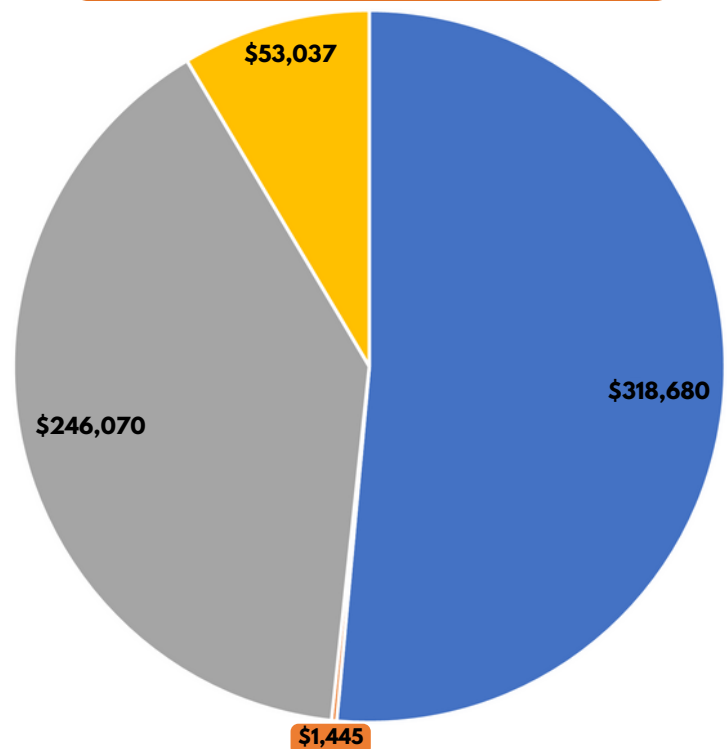
Over the last year, CSEI's programs, clients, and staff have been featured in **over 10** different articles in the Telegraph Herald. All of these publications centered around CSEI's services, homelessness trends, client needs, and our community impact.

### Revenue by Source: \$692,141



■ Carryover & Interest ■ Federal Awards ■ Private Grants & Gifts

### Expense by Source: \$619,232



■ Case Management ■ Administration ■ Pass Through Funding ■ Direct Financial Support to Clients



**CSEI IS A NON-PROFIT SUBSIDIARY OF EAST CENTRAL INTERGOVERNMENTAL ASSOCIATION**

# FY 2023 IMPACT - THE PEOPLE BEHIND THE SCENES

## Board of Directors

### Beth Bonz

Board Chair - City of Asbury

### Cori Burbach

Vice Chair - City of Dubuque

### Connie Behnken

City of Manchester

### Martha Donnelly

Sisters of the Presentation

### Martha Doyle

Community Volunteer

### Rick Mihm

Dubuque Rescue Mission

### Andy Mozena

Premier Bank

### Stephanie Ottavi

Community Volunteer

### Nicole Recker

Delaware Co. Community Services

### Mindy Wiley

EIRHA

### Sam Wooden

RSH Legal

### Kelley Deutmeyer

ECIA Executive Director  
President and Secretary

### Steve Stoffel

ECIA Director of Finance & Admin.  
Vice President and Treasurer



## Staff

### Jennifer Walker

Director of Special Programs

### Shelby Eipperle

Community Services Advocate

### Ashley Noonan

Regional Homeless Coordinator



**THANK YOU TO ALL OF OUR PARTNERS FOR YOUR DONATIONS AND GRANTS THIS YEAR!**

