



Promise House
2017 Annual Report

Promise House is leading the charge to end youth homelessness in North Texas. Our free programs include life-saving emergency shelter, transitional housing, pregnant and parenting teen support, counseling, education and outreach services.

A Place to Call Home

Every year, as many as 550,000 young people in the United States are homeless for more than a week¹. On the street, youth can become victims of violence, develop serious mental health and addiction problems, and be forced to trade sex for basic needs. Promise House combats youth homelessness, and we are proud to report another year of successful growth in providing the critical shelter and support these youth need to succeed.



In 2017, we focused on filling the gaps – creating programs for youth who have been underserved in the past. Promise House partnered with local service providers, city officials, state liaisons and national representatives to identify best practices and enhance the continuum of care for these youth. By recognizing the most pressing need for unmet services, Promise House created a new group home for LGBT youth, for those aging out of foster care, and additional space for children sleeping in CPS offices. And we didn't stop there. Collaboration with local and state entities enabled us to open a drop-in center for trafficking survivors, and we have begun preparations for a joint venture to house unaccompanied Dallas Independent School District (DISD) students.

I feel fortunate to be surrounded by excellence daily. The Promise House staff and Board of Directors are the true All-Stars. They are invested in the wellbeing and care of hundreds of youth every year and come to work daily as if they were fighting for the livelihood of their very own children and families. I am honored to know them and to be considered part of their team.

We are proud to celebrate many milestones this year, with each achievement representing more young people that found shelter and support through our services. Through each individual success story, we are inspired to keep working and continue in our mission to end youth homelessness. Together we are building a brighter future for the next generation.

Sincerely,

A handwritten signature in black ink that reads "Ashley Lind".

Dr. Ashley Lind
Chief Executive Officer

¹National Alliance to End Homelessness

2017 Impact

452
Youth Spent Over
10,500
Nights at
Promise House.

We Served Over
18,500
Meals to Hungry Youth.

Promise House
Residents Spent
7,977
Hours in the Classroom.

Beyond a Bed

A homeless child needs more than a safe place to sleep. They need someone to take them to school. Someone to ask them about their day. Someone to care for them when they are sick.

They need a family.

That's what we strive to become to every young person who walks through our doors. Because each child has unique needs, we offer three comprehensive residential programs:

- › The **Emergency Youth Shelter Program** provides short-term care for youth ages 6-18. All shelter residents receive hot meals, clothing, counseling, life skills training, medical check-ups and on-site classes led by a Dallas Independent School District (DISD) teacher. At the end of their stay, we work collaboratively to ensure each child has a stable place to call home.
- › The **Wesley Inn Program** is our maternity group home for teen mothers and their children. We connect our young moms with pre- and post-natal care, parenting classes, daycare services, life and job skills training and weekly counseling. Each family can remain in the program for up to two years.
- › The **Transitional Living Program** offers long-term supportive housing (up to two years) for young adults ages 16-21. The program gives our residents the freedom to develop much-needed independent living skills in a nurturing environment that offers stability, consistency and safety.

When our young adult clients are ready to live independently, we help them locate affordable housing and provide funding to cover the costs of a security deposit. And we keep in touch – every Promise House resident is eligible to receive counseling and case management after they leave.

“WHEN SOMEONE FROM PROMISE HOUSE CALLS MY CELL PHONE, THE NUMBER COMES UP ‘HOME.’”

-FORMER CLIENT, WESLEY INN PROGRAM

Reaching Out

If we wait for our clients to come to us, we miss an opportunity to connect with them at a vital time. That's why we have to be proactive about meeting youth where they are. We offer these critical outreach services:

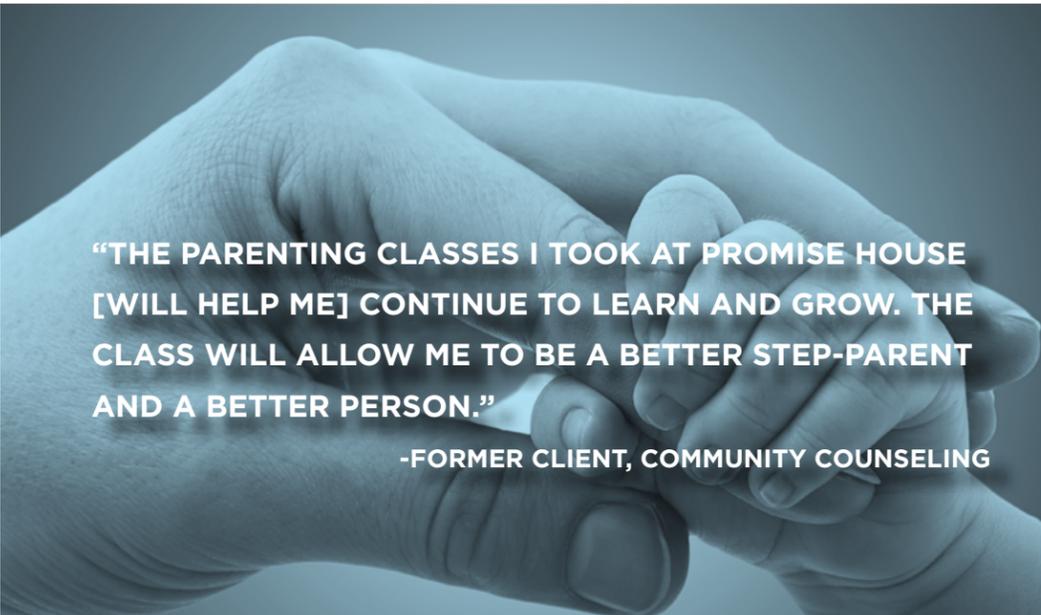
- › Three nights per week, our street outreach case manager drives through Dallas and searches for youth without safe shelter. He works tirelessly to build a relationship with these youth and help them enroll in our residential services. Our case manager also distributes “power packs” containing non-perishable food, hygiene items and referral information.
- › Promise House staffs and provides supplies (including microwavable meals, toothpaste, deodorant, shampoo and diapers) for early-morning drop-in centers at six Dallas Independent School District high schools. These centers connect homeless youth with the resources they need to stay in school.
- › To prevent youth homelessness, we offer free community counseling and parenting classes. During these sessions, parents learn healthy strategies for communicating, establishing boundaries, and building a child's self-esteem. This year, we launched additional parenting classes at two satellite locations: one in Ft. Worth and one in Arlington. We also started offering a Spanish-language parenting class.

2017 Impact

Our DISD Drop-In
Centers Served
799
Homeless Students.

Staff Answered
2,111
Crisis Calls – a
65%
Increase from 2016.

Clients Attended
3,905
Counseling Sessions –
Up from
1,453
Sessions just
Two Years Ago.



“THE PARENTING CLASSES I TOOK AT PROMISE HOUSE [WILL HELP ME] CONTINUE TO LEARN AND GROW. THE CLASS WILL ALLOW ME TO BE A BETTER STEP-PARENT AND A BETTER PERSON.”

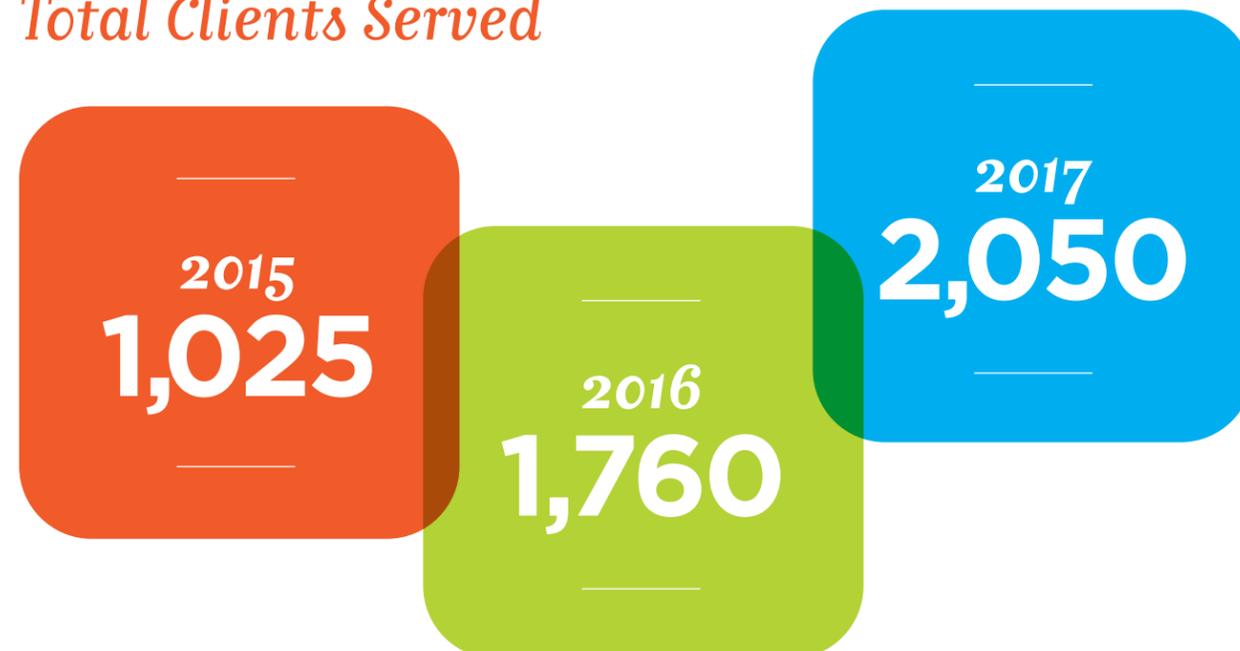
-FORMER CLIENT, COMMUNITY COUNSELING

Filling the Gaps

Too many kids slip through the cracks. With the help of key collaborators and supporters like you, Promise House created a safety net for some of our community's most vulnerable homeless youth. We are proud to share the new services we launched in 2017:

- › A specialized transitional living program for LGBT and former foster youth. The two four-bed group homes were full within one week of opening. This project would not have been possible without an initial investment from the U.S. Department of Health and Human Services and the support of the Mayor's LGBT Task Force.
- › A drop-in center for young victims of child sex trafficking. We partnered with the Office of the Texas Governor to open Destiny's House: a safe space for trafficking victims to eat, shower, rest and plan for their futures.
- › A new play therapy room. Clients can use this space - stocked with a sandbox, puppet theater and play house - to safely express thoughts and emotions that might be too difficult for them to verbalize without help.
- › A seven-bed emergency shelter for high-needs clients in the care of Child Protective Services. Because of their emotional and behavioral needs, these youth can be difficult to place. Without a safe alternative, these young people are forced to sleep in motels or CPS case worker offices.
- › A collaboration to convert a vacant school building into a 35-bed shelter. By joining the After8ToEducate collaborative, Promise House helped lay the ground work for a first-of-its-kind shelter and drop-in center set to open in late 2018.

Total Clients Served



Sharing Our Mission

Volunteers are an essential part of Promise House. By investing their time and talent, volunteers bring our mission to life and help us expand our reach. We could not achieve all that we do without the support of our volunteers.

"I'VE BEEN ABLE TO SPEND TIME AT WESLEY INN INTERACTING WITH THE YOUNG MOTHERS AND THEIR CHILDREN. THERE IS A CLEAR VISION THERE TO HELP SUPPORT THE INDIVIDUALS' EFFORTS TO IMPROVE THEIR LIVES AND BUILD A FUTURE FOR THEIR CHILDREN. I AM HAPPY TO BE A PART OF PROMISE HOUSE AND LOOK FORWARD TO ALL THE PURPOSEFUL OPPORTUNITIES AHEAD."

-VOLUNTEER, WESLEY INN PROGRAM



By The Numbers

3,196

Group Volunteer Hours

914

Individual Volunteer Hours

3,715

Counseling Intern Volunteer Hours

5,252

Youth Volunteer Hours

13,076

Total Volunteer Hours

Raising Awareness

Promise House knows that to truly end youth homelessness, we need a community-wide effort. We see events as a way to not only raise essential funds that allow us to serve homeless youth, but also as an important avenue through which to educate and engage the community in our mission.

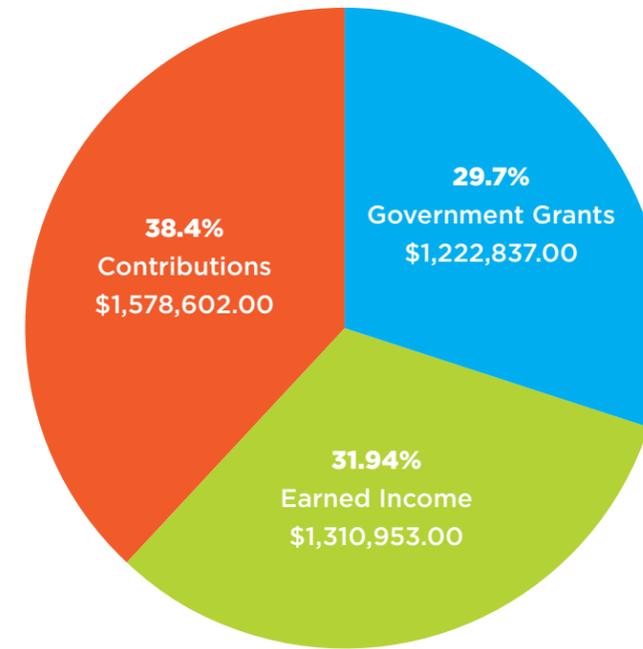
Promise House Golf Classic | May 15, 2017: Each spring Promise House hosts a golf tournament to raise much-needed funds for the youth we serve. The Golf Classic provides an important opportunity for corporations, small businesses, and individuals to support our mission. It is a day full of fun and community collaboration as our supporters spend time together, enjoying a round of golf and engaging with our mission.

Promise House Sleep Out | November 9, 2017: Each fall we invite community leaders to sleep outside at Promise House with only cardboard and a sleeping bag. Each sleeper commits to raise at least \$5,000 through their social network – increasing both awareness and funds for the homeless youth we serve. While we could never replicate the experience of a young person on the streets, this event does provide participants a chance to learn, firsthand, about some of the challenges they face. It provides a deep connection to our mission and an incredible opportunity to educate the community about youth homelessness.

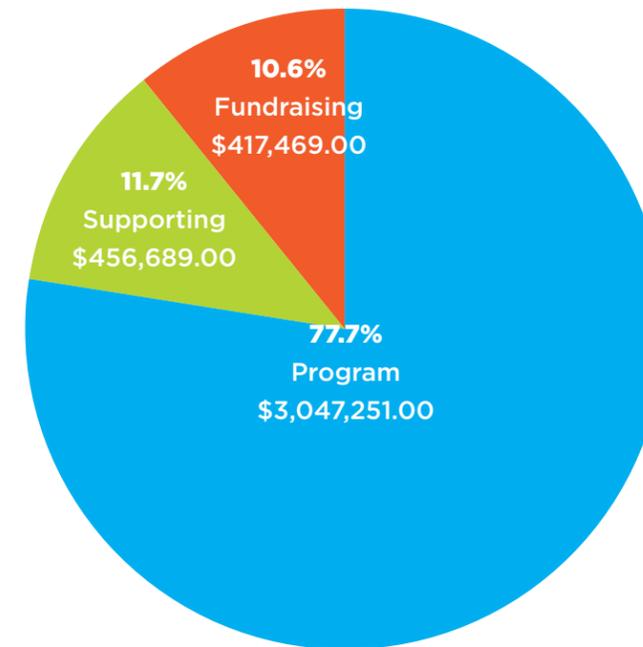
Community contributions totaled over **\$1,500,000**



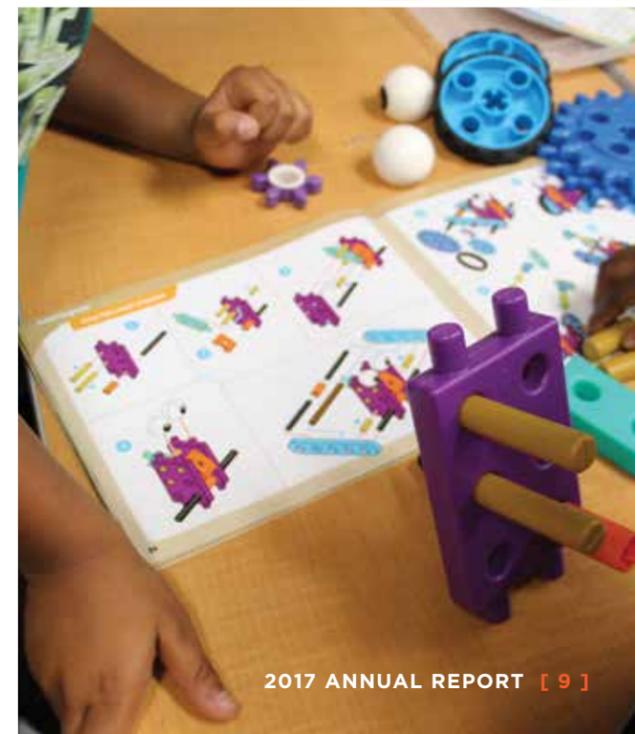
Investing in Our Youth



Revenue
TOTAL: \$4,112,392.00



Expenses
TOTAL: \$3,921,409.00





Board of Directors

Dr. Ashley Lind • Chief Executive Officer

Chris Miller • President

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