



Providence
House

IMPACT REPORT 2021-2022

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PROVIDENCE HOUSE OVERVIEW

Providence House keeps children safe and families together, supporting families through crisis and strengthening communities



We Support Families...

At Our Crisis Nursery

Since 1981, we've been providing loving care in a home-like environment to children whose families are experiencing crisis. We are Ohio's first and one of the nation's largest licensed Crisis Nurseries, offering free, voluntary emergency shelter and direct care to children newborn to 12 years old and a full suite of Family Preservation Services to wrap their parents or guardians in support and connect them to the resources they need to resolve their crises and improve stability for their family.



In the Community

While we're known for our Crisis Nursery, we also provide community-based services for families who do not currently have children staying with us. This allows us to provide essential need items and expand the reach of our integrated crisis care model to hundreds of children and families each year - whether in advance of or in response to a crisis situation.



Wherever They Need Us

We are truly unique in our mission and philosophy as the only program of our type in Greater Cleveland. Our dedication to family preservation means offering support that's accessible, impactful, and delivered by a caring team that truly wants families to succeed.



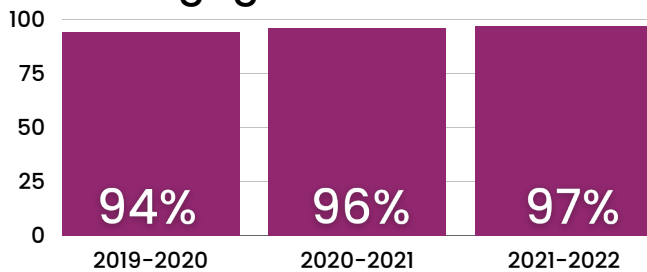
HIGHLIGHTS FROM 2021-2022



We Served 741 Children & Families

- 170 children from 94 families in our Crisis Nursery
- 34 families in our voluntary, 12-month Aftercare Program
- 35 families in our Community Education & Resiliency Program
- 177 families through our Community Referral Program
- 231 families through Community Distribution Events

We Successfully Engaged Our Families



In 2020, we responded to the challenges of connecting during the pandemic by expanding our service delivery model to offer HIPAA-compliant virtual and phone-based options for most of our Family Preservation Services.

As a result, our family engagement has been increasing. Last year, **97%** of families were fully engaged in all services required in their family preservation plan!



486 children were on our waiting list or went completely unserved due to lack of space at Providence House

We Helped Families Stay Together

This is one of our favorite stats to share!

99% of families who had a child stay in our Crisis Nursery were reunited after successfully resolving the crisis situations that brought them to us!

99%

We Were Recognized for Quality Services

- Re-Accredited by the Commission on Accreditation of Rehabilitation Facilities for 3 years
- Re-Certified by the Ohio Department of Jobs and Family Services
- Renewed as an Innovative and Exemplary Program by the ARCH National Respite Network and Resource Center
- Achieved Qualified Residential Treatment Program Licensing
 - This is Ohio's response to the Federal Family First Preservation Service Act
 - To meet these standards, we expanded our services to include 24/7 access to on-call and onsite behavioral health intervention specialists, in addition to the on-call medical care we were already providing through our partnership with the Visiting Nurses Association



IN THE COMMUNITY

As a front-line, community-based organization, Providence House continues to grow and innovate to best meet the needs of children and families across Greater Cleveland. Our community-based services allow us to support families beyond those with children staying in our Crisis Nursery and help them prevent crisis situations.

Community Education and Resiliency Program

Our Community Education and Resiliency Program (CERP) enables us to work with parents and guardians before a serious crisis occurs that requires out-of-home care, so they can think proactively about their families and improve stability for the future.

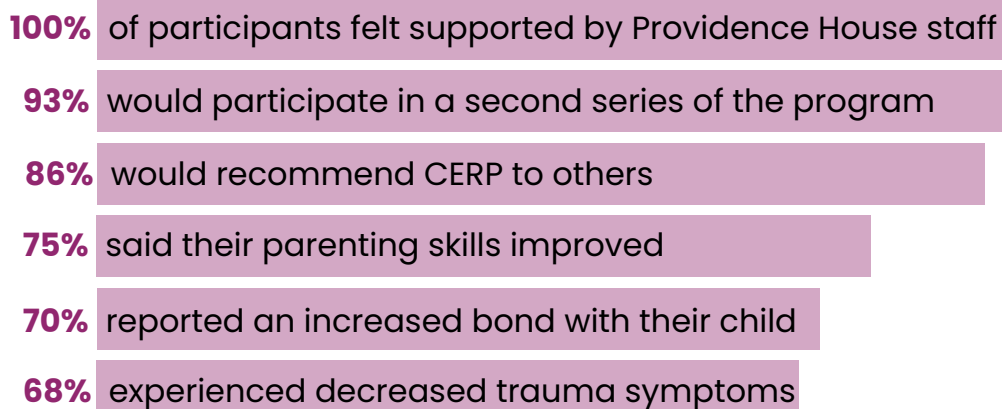
CERP brings our successful Family Preservation Services to parents and guardians in our local community through child-serving partner organizations, including:

- Boys and Girls Clubs of Cleveland
- Cleveland Metropolitan School District
- Cuyahoga Metropolitan Housing Authority

This prevention-based program includes Providence House case management, parent education, and trauma services to help families identify any unmet needs, build upon their strengths, and develop social connections with other parents and guardians in their community.

CERP Impact & Satisfaction in 2021-2022

Here's a look at what our participants thought about the program



“

"This program has been a lot of help to me. It helped me find steps to improve my situation. Great program, very helpful!"

"This program was so positive! I would love to be a part of another one."

"Every week the meeting was supportive to me."



Community Referral Program

The Providence House Community Referral Program allows families who are not using our Crisis Nursery services to receive essential items through a referral from a community agency.



We supported
100% of families
who requested items



177 families
received
662 items



We hosted
9 distribution events,
reaching **231 families**

The Items Included



Diapers



Wipes



Formula



Kids Clothes



Hygiene Products

We Partnered with 130 Agencies and Service Providers



51 agencies inquired about our Crisis Nursery for their clients

We connected children & families with 70 agencies for additional support

27 agencies referred families to us for essential items



Referral Agency Spotlight

Our partnership with **NeighborShare** allows us to provide individual support to families using our Crisis Nursery and Aftercare services for expenses such as rent, utilities, and furniture! NeighborShare uses its platform to connect those critical needs with people who want to help. Donors can know that the need has been verified, and the money is being directed by an on-the-ground expert who is optimizing its impact.



AT OUR CRISIS NURSERY

Family Preservation Crisis Nursery Services

In our Family Preservation Crisis Nursery, children find safety and comfort in a loving, home-like environment while their parents and guardians receive the support they need to identify and overcome crises and barriers to family stability.

Children aged newborn to 12 years old can stay with us for up to 90 days while we provide for all areas of their daily care and development in a supportive, trauma-informed setting. We have a total of 30 beds available on our West Campus for children's emergency shelter.



We Served
170
Children

136 in the Crisis Nursery

21 in the Pediatric Crisis Nursery

13 in the Emergency Placement Program

Client Demographics



88% of our families were living at or below the Federal Poverty Line and 20% came to us without a source of income



Our families lived in 28 zipcodes across Greater Cleveland in Cuyahoga, Lorain, and Lake Counties



Most of the children served came from single, female-headed households of color, but 32% of families had co-parents/guardians, and 7 of those were engaged in our family preservation services

How Clients Got to Us




610 Inquiries

428 Referrals

- 69% Self-Referred
- 24% Were Referred by an Agency/Partner
- 7% Were Referred by the Cuyahoga County Division of Children and Family Services

Why Our Clients Reached Out

- 
- **35%** lacked resources to meet basic needs
 - **33%** were homeless or had unsafe housing
 - **31%** needed respite services
 - **16%** had a family medical crisis
 - **15%** had a mental health crisis
 - **15%** were victims of or witnesses to violence

Respite Services Breakdown

- **100%** had an overwhelmed parent
- **23%** had family mental health needs
- **4%** had a caregiver working on sobriety maintenance



The first thing a child receives when they walk through our door is a teddy bear and a suitcase or backpack filled with clothing, books, PJs, and other items to help them feel at home.

Children receive assessments and interventions so we can tailor their care, services, and schedules to support their physical, developmental, social-emotional, and educational needs.

They engage in on and offsite activities such as yoga, music therapy, and field trips to local educational and cultural centers to help them engage their creativity, learn healthy coping skills, foster a love of learning, and allow them to just be kids.

This year we...

- Completed **44 Developmental Assessments**
- Offered **52 Developmental Intervention Sessions**
- Helped children achieve or make significant progress on over **46 Developmental Milestones** showing delays at admission



Black History Month Art Project



Cleveland Guardians Game



AAPI Heritage Month Luau

✿ Making Every Child's Stay Special ✿

This year, we served a family with 5 children ranging from 3 to 11 years old. To say this family made an impact on us all is an understatement.

We initially thought their stay with us would be brief while their mother cleared up a legal issue with her driver's license. However, mom also needed support finding new housing after being served an eviction. The extension of the kids' time at Providence House was hard on them and their mom. Our childcare staff was committed to finding ways to make the kids' stay fun.

We went on field trips to Edgewater Park, the Cleveland Metroparks Zoo, and The Children's Museum. The kids had ice cream parties, a Chick-fil-A birthday meal, and got to meet Cleveland Guardians players! Our administrative staff played basketball and did special art projects with them to give them one-on-one time.

One of our childcare supervisors said that when the kids were ready to go home, the 6-year-old told her, "I'm going to have good memories of you." She said, "That is our why, to make a positive impact while the kids are here."

The family's social worker at Providence House applied for and received funding to pay down mom's court costs and says mom signed a lease and obtained beds for her kids.

Their social worker also made a referral for family counseling to help them continue to build on the love and care they have for each other.



Pediatric Crisis Nursery Services

Some of the babies and children who stay with us at Providence House have specialized medical needs or conditions that require extra levels of care to ensure their needs are met.

Through our partnerships with MetroHealth and the Visiting Nurses Association, we are able to ensure that every child has access to the level of care needed to support their physical health, provide education and training to parents and guardians, and give all children staying with us access to preventative and sick care.

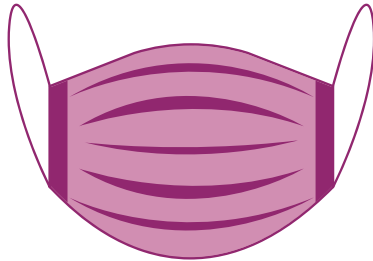


Our Pediatric Clinic, staffed by MetroHealth Nurse Practitioners supported all of the children staying with us through:

146
Well-Child
Exams



162
COVID-19
Tests



26
Sick
Visits



We have cared for infants and children with a variety of medical conditions and needs, including:

- Seizure Disorder
- Premature Birth
- Gastroesophageal Reflux Disease (GERD)
- Fetal Alcohol Syndrome Disorder
- Elevated Lead Levels
- Lead Poisoning
- Cerebral Palsy
- Global Developmental/Cognitive Delays
- Autism
- AD/HD

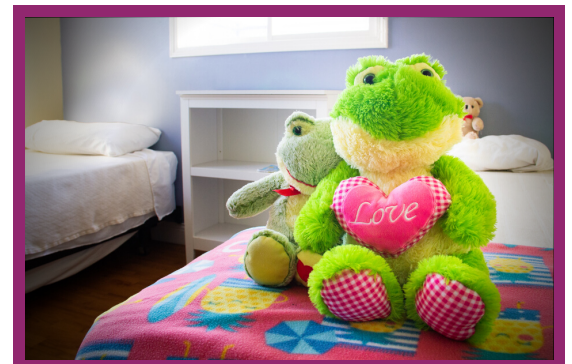
Emergency Placement Program

This program provides shelter and services for up to 14 days for children who are taken into emergency custody of the Cuyahoga County Division of Children and Family Services (DCFS) while we work with them to find an appropriate relative or foster home placement. We reserve two beds at all times for children who may be admitted through this program.

In the wake of many challenges that Cuyahoga County DCFS has encountered, we are working to be more proactively involved in solutions focused on the wellbeing of children and families.



100% of DCFS workers reported their overall experience partnering with Providence House was positive



WHEREVER FAMILIES NEED US

Providence House Family Preservation Services are focused on providing accessible, impactful, and caring support to families to help them build stability. These services address the Social Determinants of Health and the following factors that can positively or negatively impact health and well-being.



Childhood Experiences



Family Income



Our Communities



Employment



Social Support



Access to Health Services



Education



Housing

Our Services for Families



Case Management & Aftercare

Our Social Workers connect families to community resources and social support systems to address issues that affect safety, stability, and wellness



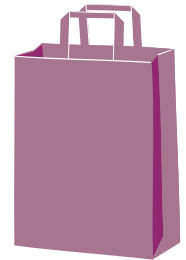
Parent/Guardian Support & Education

Parents participate in individualized education sessions to build nurturing parenting skills, independent life skills, and develop peer to peer connections



Family Trauma Services

Our certified trauma professionals screen, assess, address, and alleviate symptoms of trauma and refer treatment providers for long term support



Essential Need Items

We fill gaps by delivering food, children's items, household, and hygiene products, and providing support to overcome barriers to accessing other services

Our Impact



Average Monthly Income

At intake - \$1,094
At discharge - \$1,273

16% Increase

Families with no income

12% Decrease



Employment

24% Increase in Employment Attainment



Housing Stability

29% Increase in Families Living in Their Own House or Apartment



Family Preservation

While children stayed in our Crisis Nursery, we worked with their families to deliver:



687 Parent Visits

including home, offsite, onsite, and medical visits



321 Referrals

for additional services



616 Case Management Contact Hours

completed in person and virtually



189 Parent Support Sessions

individual and group



162 Bus Passes

to help with accessing services

Family Satisfaction

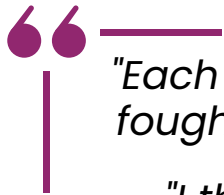
99% report their child was provided a safe, home-like environment

97% believe their child's daily care and medical needs were met

99% say our staff was professional and supportive

99% have confidence in caring for their child's medical needs

99% say their overall experience was positive



"Each and every issue I brought to the table, me and my caseworker fought them together. Thank you all so much! I am forever thankful!"

"I think the program is great and did wonders for my family. Everything and everyone was so great and kind! They took amazing care of my child!"



Aftercare

Even after families are reunited at home, we stay in contact with them through our voluntary, 12-month Aftercare Program so they can continue to have access to case management, referrals, and other services that can support their stability well after utilizing our Crisis Nursery.



Last year, we provided these continued services for **34 families**:



197 Case Management Sessions



163 Home Visits/Deliveries



136 Referrals



77 Bus Passes

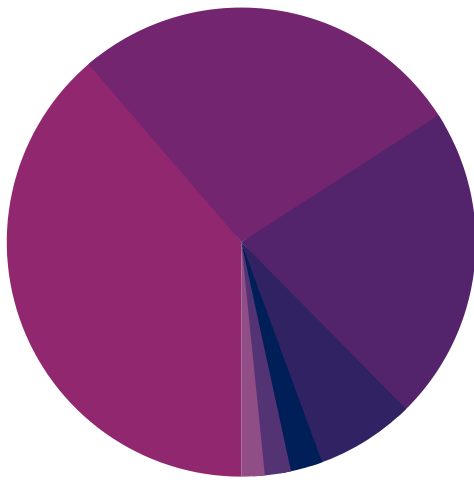


GOALS, ACTIVITIES, AND OUTCOMES

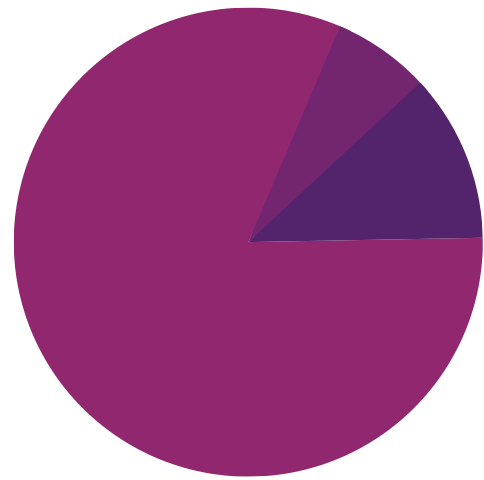
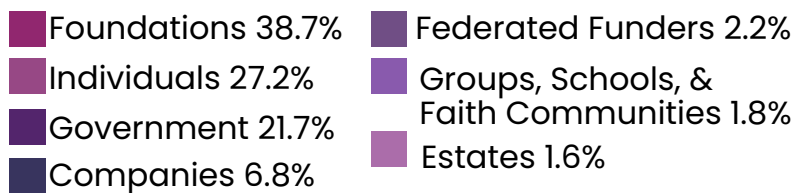
GOAL	ACTIVITY	INTENDED OUTCOME	OUTCOME
Protect At-Risk Children	Provide 24/7 shelter and care, in a nurturing, safe space for up to 90 days	90% of caregivers will report their child(ren)'s needs were met	98% of caregivers agreed or strongly agreed their child's needs were met
	Provide medical care and monitoring in the Pediatric Crisis Nursery and prevent readmission	75% of children in the Pediatric Crisis Nursery will not be readmitted for hospital care	100% of children were not readmitted during their stay at Providence House
Support Families Through Crisis	Provide services to ensure long-term child safety and family stability	80% of children are reunited with their parent or guardian	99% of children were reunited with their parent or guardian
Maintain Family Bonds	Twice weekly visits to maintain the bond between parent & child, off-site and at home	80% of parents report their bond with their child stayed the same or improved	99% of parents reported their bond with their child stayed the same or improved
Build Nurturing Parenting Skills	Parents with children in the Pediatric Crisis Nursery receive medical skills training to ensure they are able to meet ongoing medical needs	85% of parents report confidence in caring for their child's medical needs and feel proficient in their skills	95% of parents had confidence in caring for their child's medical needs and feel proficient in their skills
Increase Family Stability	Families receive weekly case management sessions	80% of parents will feel their family stability increased or stayed the same	99% of parents felt their family stability increased or stayed the same
Strengthen Communities to End Child Abuse & Neglect	Provide competency-based training for staff and volunteers on health, safety, de-escalation, child development, trauma-informed care, and cultural competency	100% of staff and volunteers participate in competency-based training and demonstrate knowledge through post-training assessments	100% of staff and volunteers demonstrated competency through knowledge assessments 28 training topics were provided



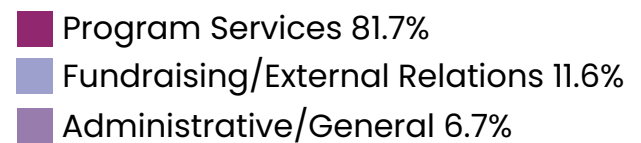
FINANCES



Revenue



Expenses



STRATEGIC INITIATIVES

Diversity, Equity, and Inclusion

Providence House is a diverse and inclusive organization.

Nearly 90% of the families we support are black, multi-racial, or Latinx.

We strive to ensure our admissions and care practices reflect appreciative inquiry and inclusivity sensitive to the race, orientation, religious, and cultural preferences of families.

In the last year, we continued to evaluate and review our current practices from our Board to our clients.

Completed:

- Policy, practice, and procedure audit with GRADIENT
- Board training and the creation of a DEI Subcommittee

Underway:

- Staff DEI training and committee creation

East Campus Expansion

Last year, **486 children were on our waiting list or went completely unserved.** Of those, 217 were in need of immediate admission, but we did not have space available to serve them.

An additional 269 children spent 4,979 days on our waiting list prior to receiving services in our Crisis Nursery. We had 45 children waiting for services on any given day.

We have broken ground on our new East Campus in the Buckeye-Shaker neighborhood and construction is well underway!

This location will allow us to serve nearly 250 more children and 400 more families each year – starting next summer!

"The whole idea that it 'takes a village' is so real, and Providence House is part of that village. The help, the support, the wraparound – Providence House is like a hug. This is a key social service for our community, and by being here and being more visible, I think that it will be helpful.

Needing support and needing a safe space for your children is not a great feeling, having it available can make or break a family."

– Vanessa, Providence House Parent



ON THE HORIZON



Parent Advisory Council

We are working to establish our first Parent Advisory Council to help elevate the voices of our parents and families and include their perspectives in decisions we make to help improve our services! The council will launch in 2023.



East Campus Opening

Construction on our new East Campus Crisis Nursery in the Buckeye-Shaker Neighborhood is expected to wrap up in Spring 2023. We plan to welcome our first group of children and families there in Summer 2023.

IN GRATITUDE

In the last 41 years, Providence House has served nearly 14,000 children and families in our community. With each passing year of growth, innovation, and successful outcomes, we are reminded of the role our partnerships play in making our programs work.

We continue to learn each day from our staff, clients, community, neighbors, Board, and partners about how we can continue to be the very best provider, partner and champion for our community's families.

We are continually amazed by the support of all of our partners – partners like you.

Thank you for your continued interest, support, and engagement with Providence House as we strive to make sure every child and family has a chance for health, happiness, and stability.

We are sincerely grateful for your partnership and we hope that you will continue to offer your support as we keep children safe and families together, support families through crisis, and strengthen communities.

Thank You