



# CaringWorks

HOUSING • HELP • HOPE



*Working to end homelessness  
one person at a time.*

## ANNUAL REPORT 2018

“ I own my own home now. When you can accomplish something like owning your own home and you can look back at where you came from—it means a lot to me.”

—CaringWorks Client

## A Message from the President & CEO

In a year fraught with political uncertainty and social anxiety, CaringWorks proved to be an anchor in the storm for nearly 800 individuals experiencing chronic homelessness in metro Atlanta. Staying true to our mission, we provided decent, affordable housing and relevant behavioral and social services that helped heal and uplift. As a result, homelessness became history for hundreds of households who are now meeting or exceeding goals for self-sufficiency and well-being.

The future appears to be very bright for Caring Works. We expect to serve nearly 1,000 clients in 2019, increasing our current capacity by an estimated 25 percent! In our perpetual pursuit of excellence, this growth must be thoughtfully managed. We must hold on to the values that have gotten us this far while being open to better ways to serve and to learn. In the words of Aristotle, "excellence is never an accident." We will choose it to ensure that 2019 will be our very best year!

—CAROL S. COLLARD, PHD, LMSW



## Who We Serve

### INDIVIDUALS WITH:

- Mental Illness
- HIV/AIDS
- Substance Use Disorders

### INDIVIDUALS WHO ARE:

- Deaf or Hard of Hearing
- Veterans
- Returning Citizens
- Males (63%), Females (37%)
- Children (15%)
- Over 45 years old (43%)
- Over 61 (4.4%)

## Our Mission

To reduce homeless and empower the marginalized by providing access to housing and services that foster dignity, self-sufficiency and well-being.

### HOUSEHOLDS SERVED



516

### ATLANTA HOMELESS COMMUNITY SERVED



17%

### PEOPLE SERVED

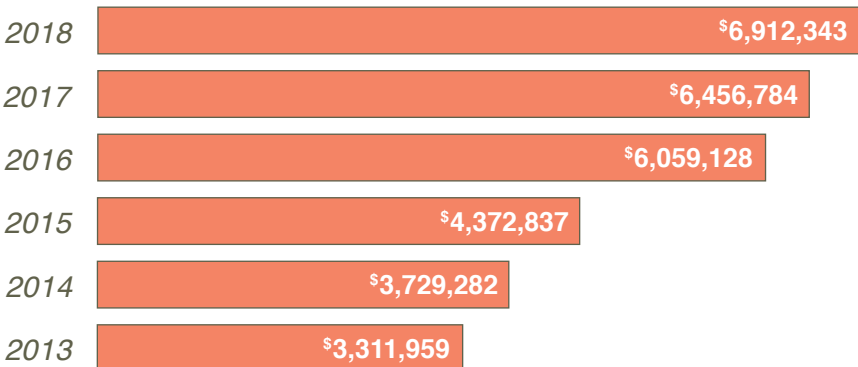


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## ANNUAL HIGHLIGHTS

- Earned **two awards** for service quality and innovation: the **Community Impact Award** from Georgians for a Healthy Future and the **Bridge Builder Award** from the Georgia Alliance to End Homelessness.
- Earned a **three-year re-accreditation from CARF**, the fourth three-year term since 2009.
- **Behavioral Health Team scored 99** on the annual Medicaid audit, surpassing the statewide average score of 88.
- Earned a **new SAMHSA grant of \$500K a year for five years!**
- Awarded a **new permanent supportive housing program** from the City of Atlanta.
- Developed **two new initiatives with community providers**—Step Up Atlanta and First Step Staffing.

## CaringWorks' Annual Growth in Revenue



“ For people like me and others who have gone through my situation, it's good to have CaringWorks and a staff that cares.”

—Caring Works MOVE Program Participant

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