





United Housing
CONNECTIONS

ANNUAL REPORT
2021



A YEAR OF CHANGE

While our world continued to be held hostage by the COVID-19 crisis in 2021, I am proud of the way our community stepped-up to meet the challenges of the pandemic head-on - not without fear, nor with reckless abandon, but with careful planning and courageous action.

Governments, service agencies, civic groups, business leaders, and caring individuals came together to make a plan to serve the most vulnerable. There was no talk of territorial infringement, no arguing over who would get credit, no us versus them - just people coming together to combine their expertise and resources to address suffering.

What a sight to witness!

It's true that this pandemic has been hard on us all, but it has also brought out the best in many of us. It has forced us to look beyond our own pettiness, overcome our fear of the unknown, and change course on a dime when necessary.

As you read through this annual report, you will see the waves of new funding, new programming and new resource development that took place in 2021 at UHC and within our Continuum of Care (CoC). UHC and the CoC staff have not yet stopped to realize the impact they have made and will continue to make in coming years, because frankly, the needs are still too great.

We would humbly appreciate your prayers and support in 2022 and beyond, as we continue this work to provide housing, services and a helping hand for our citizens in need.

In Appreciation,
Lorain Crowl, CEO of UHC, Chair of the Upstate CoC





OUR MISSION

To connect people at-risk for, or currently experiencing homelessness with safe, sustainable and affordable homes.

COVID-19 RESPONSE

As a result of the Coronavirus (COVID-19) Pandemic, many people in our community who were experiencing homelessness or those at-risk for homelessness needed assistance to become or remain stably housed. Many of our low-income households suffered job loss, illness, and loss of childcare. Many were unable to hold a full-time job due to caring for those who were sick or at high-risk for contracting the virus.

In May of 2021, a group of community leaders, service providers and philanthropic organizations came together to devise a plan to address these needs with the formation of Greenville Cares: American Rescue Plan Partnership. UHC was awarded \$12.5 million in October, 2021 from Greenville County to fund the Emergency Rental Assistance Phase 2 (ERAP2) Program. Since October, 2021, we have assisted 879 households and have distributed a total of \$2,482,823.37 in rent and utilities assistance.

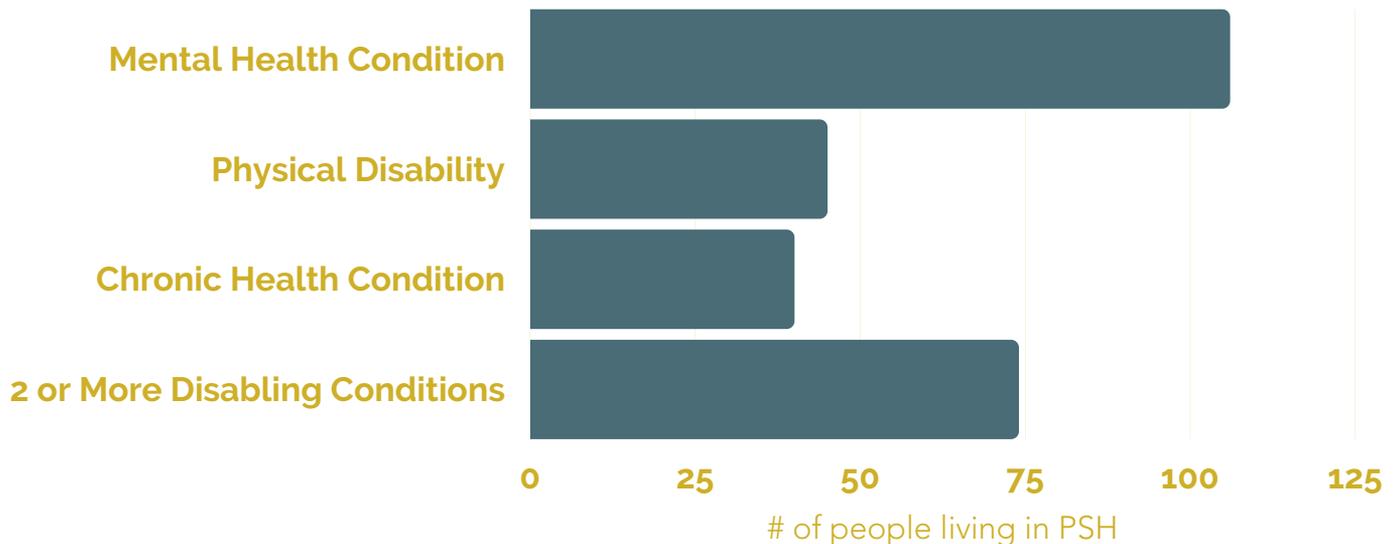
UHC added additional staff to ensure equitable distribution of the funds. UHC hired a Community Outreach Coordinator to work onsite in communities identified as rent-burdened. Community Intake Specialists continued to support the work by accepting applications in person for those who had barriers, such as, lack of transportation, or lack of technical experience. Six districts in the Upstate were identified as high need and UHC's specialists spent time in each.

In addition, UHC hired a Case Manager to assist those who may have recently lost housing as a result of the pandemic. UHC plans to spend the remaining ERAP2 funding by prioritizing applicants that are at-risk or currently experiencing homelessness.



Permanent Supportive Housing (PSH)

UHC sub-leases nearly 100 units across 7 counties in the Upstate of SC, providing housing for **more than 151** individuals and families annually who are very low income and at-risk for, or have previously experienced chronic homelessness.



PSH OUTCOMES INCLUDE:

54 ADULTS living in PSH increased their income

72% of persons served in UHC's PSH projects remain successfully housed



MEET MS. LEE

ONE eviction is all it takes to change a life. Ms. Lee and her children, 3 and 6 years old, were on the streets after an eviction. Ms. Lee, was a single, working mom, sharing an apartment with a friend. When the friend committed a lease violation, an eviction was filed, and they were all on the streets.

How do you begin to rebuild your life? She and her children were forced to stay with friends, but they longed for a home of their own. After attempting to connect to resources on her own to no avail, Ms. Lee contacted her childrens' school for help. She was directed to the schools' McKinney -Vento liaison. McKinney-Vento is a federal law created to support the enrollment and education of homeless students. The liaison referred her to UHC's **Home Again** program.

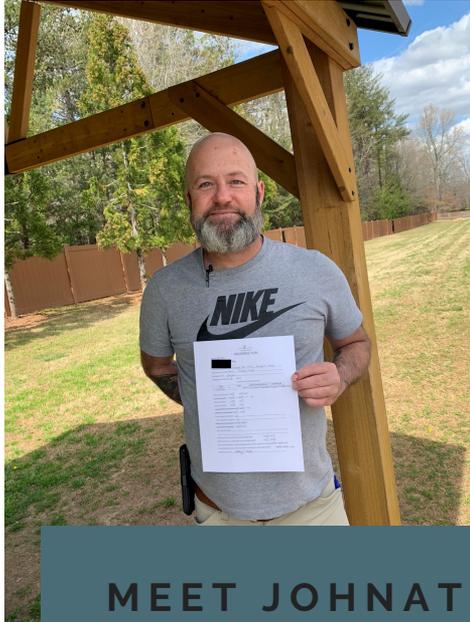
The Greenville area offers few affordable housing options for individuals and families with evictions. The Home Again program is designed to benefit moderate income tenants while providing case management, along with an incentive program to encourage maximum housing stability and self-sufficiency. Clients work with a case manager to help establish a plan for self-sufficiency, which may include homeownership.

Moving from homelessness to housing requires a mindset shift. Barbara Hunter-Geer, the Home Again case manager, assisted Ms. Lee by providing life skills training, day care resources, financial coaching, employment training and much more.

The United Way of Greenville, the Greenville Housing Fund, Greenville Women Giving and TD Bank assist to fund the program. In addition, UHC received the lot the house is built on through the Neighborhood Initiative Program (NIP) and received a no-interest loan in partnership with the City of Greenville. The NIP restricts the property for affordable housing for 50 years.



OUTREACH & THE INN@TR



MEET JOHNATHAN

Johnathan was homeless downtown for several months, he contracted COVID-19 and was referred to UHC's COVID-19 shelter. During his recovery, the Outreach team was able to build a relationship with him, provide an assessment and connect him with Greater Greenville Mental Health.

Johnathan entered the 30/60/90 Program and participated in the Phoenix Center's Intensive Outpatient Program. He graduated successfully and is now living in our transitional home leading others in the program. Since his graduation he has found employment with Greenville Water.

During the winter quarter we saw a significant increase in persons experiencing homelessness in need of the COVID-19 quarantine shelter. In January-February alone, we provided quarantine and healthcare services for more than 40 individuals bringing the total served to-date to **203** persons with COVID-19.

In the 30/60/90 day program:

- 10 individuals entered the program in 2021
- 8 have completed the program and have reached a 90-day sobriety milestone
- 5 are employed and transferred to UHC's transitional housing in late March, 2022

The Outreach Team holds monthly meetings with the Greenville Homeless Taskforce to provide education and address issues facing downtown merchants, city staff and residents.

The Outreach Team continues to be responsive to our city staff, city police department and municipal court to provide assistance in connecting those experiencing homelessness with housing and support services. **More than 78** interventions have taken place since the program's inception.



STATE OF HOMELESSNESS IN SOUTH CAROLINA

2018-19

2019-20

TOTAL SERVED

10,986

Persons received homeless services

10,969

Persons received homeless services

GENDER

62%

Identified as male, with just over 36% identified as female

64%

Identified as male, while 35% identified as female

RACE

58%

identified as Black or African American

56%

identified as Black or African American

AGE

1 IN 5

Persons receiving homeless services were children

1 IN 5

Persons receiving homeless services were children

VETERANS

2,335

Veterans received homeless services

2,535

Veterans received homeless services

VICTIMS OF DOMESTIC VIOLENCE

1,329

Persons reported being a victim of domestic violence

1,403

Persons reported being a victim of domestic violence

STATEWIDE -- Males remained the dominate gender receiving homeless services across our state over the 2-year period, with less than 1% reporting as unidentified or transgendered.

More than 50% of those receiving services reported as Black or African American individuals. Of the 10,969 persons receiving services, only 3% reported Hispanic/Latino ethnicity.

Adults 45 to 64 make up 39% of those served, while 31% were 25-44 years old.

The average age of adults receiving services rose by 1 year (41). While the average age of children under 18 remained unchanged at 8 years old.

Single adults continued to be the dominant household composition at 86%.



In 2020, both Veteran homelessness and Domestic Violence victims experiencing homelessness were up...

9%

HOUSING CRISIS IN THE UPSTATE

On average, UHC's Intake and Referral Team receives **50** calls a day from people in crisis. Most are calling to find assistance as they are experiencing some type of housing insecurity and/or cannot find an affordable home. The price of rental housing in the Upstate has increased as much as **35%**, pricing our low-income families out of the market.

In 2021, UHC's Intake & Referral Program Assisted:



835 Persons
288 Children
547 Adults
454 Households

While we continue to develop partnerships to provide single-family and multi-family housing solutions for our low-income families, the hard truth remains that more and more of these households are being priced out of the market. According to rental market trends, the average rent in Greenville, SC for a 3 bedroom unit is **\$1,278** - double the amount most low-income families can afford.

OUR FOCUS AREAS

PRESERVE

our low-income
housing stock

DEVELOP

housing for low-
income households

ADVOCATE

for diversified housing
options for all



AFFORDABLE HOUSING SOLUTIONS

United Housing Connections offers an array of affordable housing options to qualifying individuals and families. To prevent at-risk families and individuals from entering homelessness, we believe that affordable housing is crucial to the pathway of success. We own or manage single family homes and we provide additional units of multiple family housing for special populations. UHC is committed to maintaining and developing affordable housing in our community. UHC works collaboratively with SHARE, Human Relations, GCRA, Project Care, local housing authorities, SPIHN (Spartanburg Interfaith Hospitality Network) and numerous other providers around the Upstate to ensure we present all options available to those in need.

Housing serving low-income people with mental and/or physical disabilities (120 units):

Brookhaven Housing 12 units – Gaffney, SC
Capps Villa Apartments 15 units - Spartanburg, SC
Country Gardens Apartments 14 units - Moore, SC
Cypress Park Apartments 14 units – Anderson, SC
New Prospects 12 units – Anderson, SC
Sunset Village 18 units – Fountain Inn, SC
Reedy Place 23 units – Greenville, SC
Stribling Place 12 units – Seneca, SC

Housing serving low-income seniors (91 units):

Creekside Landing 36 units – Greer, SC
Draymont Crossing 12 units – Spartanburg, SC
Liberty Square 43 units – Spartanburg, SC

Housing serving low-income families & individuals (151 units):

Arkwright Housing 8 units - Spartanburg, SC
Draymont Ridge 39 units – Spartanburg, SC

Scattered Sites 104 units – Greenville, Spartanburg, Anderson, and Greenwood, SC

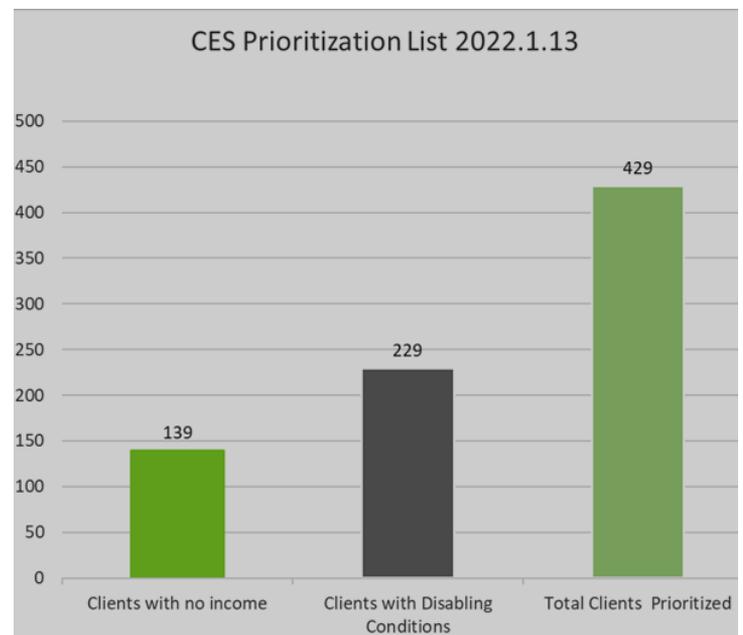




The mission of the Upstate Continuum of Care (CoC) is to make homelessness brief, rare and non-recurring. The SC Upstate CoC was established in 2012 and it was formed by a group of organizations within our 13-county geographic area set forth by HUD in the CoC Program interim rule. As the designated HUD CoC lead agency for Upstate SC, UHC serves as the collaborative applicant for the HUD CoC program grant application process. In addition, UHC serves as the collaborative applicant for the Homeless Management Information System (HMIS) Administrator for the region. UHC partners with homeless service providers across the Upstate to collaborate and to leverage mainstream resources. The CoC annually coordinates a Point-In-Time (PIT) count which is conducted on a single night in the first quarter. Visit www.upstatecoc.org to learn more.

The Coordinated Entry System (CES) is a database housed within the Homeless Management Information System (HMIS). Its primary purpose is to help house individuals and families experiencing literal homelessness in the Upstate. Candidates are reviewed and referred weekly to various housing providers through the Upstate Continuum of Care (CoC) during Housing Determination Committee (HDC) meetings.

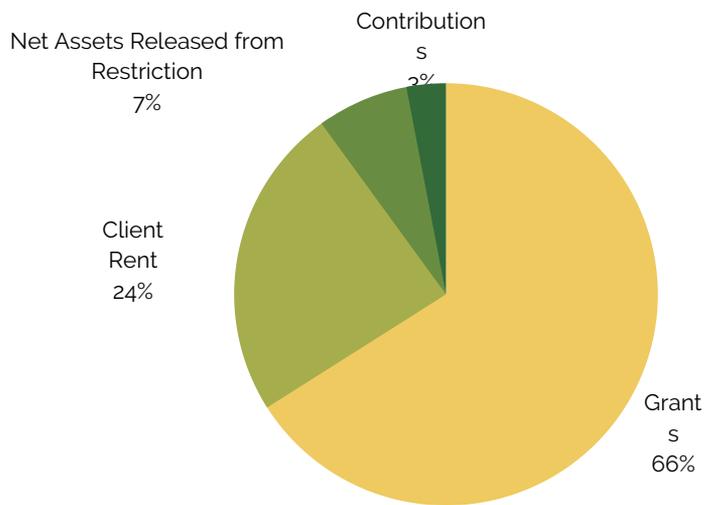
HDC members case conference candidates to ensure they are appropriately matched with housing vacancies. All CoC housing program transfers, housing provider updates and clients that have obtained housing are also discussed during this forum.



FINANCIAL UPDATE

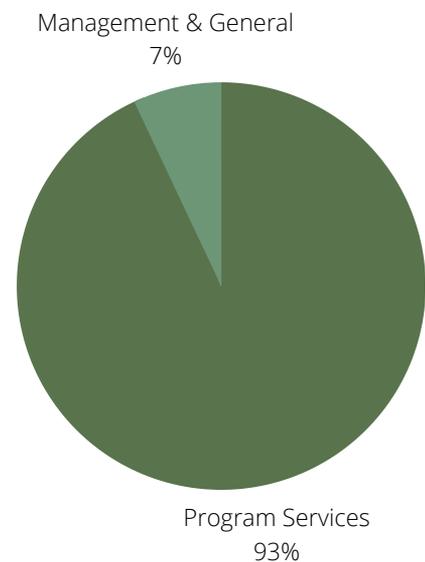
Total Revenue

\$6,132,988*



Total Expenses

\$6,044,590*



Net Income

\$88,398

During 2021, United Housing Connections continued to play a pivotal role to responsively distribute COVID-19 aid for rental and utility assistance through Emergency Solutions Grant and Cares Act funding. As of this publication, UHC has distributed **\$2,482,823.37** in Emergency Rental Assistance Program Funds and served **879** households. That positive impact continues into 2022.

UHC opened the only Covid 19 Quarantine Shelter in the State and was able to start a pilot outreach program serving the most vulnerable during the pandemic. UHC also continues the Home Again pilot program. We are grateful that these cutting-edge programs have been a result of meeting needs during this unprecedented time.

UHC completed construction of a new single family home placing an additional affordable housing unit in the Judson Mill neighborhood. UHC will also break ground on a 36 unit-affordable housing complex in 2022.

*As tied to FY21 audit and encompasses UHC, Sunset Village, Draymont Ridge

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**TO PROVIDE THOSE AT-RISK FOR OR
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