

FAMILY EMERGENCY SHELTER

PROGRAM OVERVIEW Touted as the first program of its kind in Louisville, Volunteers of America's Family Emergency Shelter (FES) provides individualized care and goal-setting with families facing homelessness.

The program provides comprehensive residential services for families who become homeless due to a wide range of complex factors, including eviction, domestic violence, mental illness, substance abuse, unemployment or underemployment, lack of affordable housing and lack of financial management and/or life skills.

In an effort to address the immediate needs, the Family Emergency Shelter provides food, housing and safety. Once clients are stabilized, staff complete a customized comprehensive assessment of the family's strengths and needs in the areas of housing, employment, education, physical and mental health, substance abuse, child-related issues, finances and support services. This information is used to engage the family in planning for self-sufficiency.

Building on strengths, staff collaborate with families to develop a specific plan with short-term and long-term goals for ending homelessness and returning to self-sufficiency.

PROGRAM OUTCOMES

- 88% of families exited to stable, permanent housing or transitional housing (National benchmark for this outcome is 67%)
- 80% of adults obtained stable income and/or were pursuing an educational goal upon exit from the program

CLIENT SATISFACTION

- 86% of respondents surveyed indicated they were satisfied with the services they received
- 93% of respondents surveyed indicated they benefited from the services

YEAR ESTABLISHED 1984

FY 2018 BUDGET \$334,541

PEOPLE SERVED 153 including 97 children

PROGRAM CAPACITY Approximately 13 families



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