



# 2018/19 **IMPACT**

**COMMUNITY FIRST CENTER  
OVERFLOW SHELTER  
HEARRT  
STREET OUTREACH  
ADVOCACY**

**COMMUNITY FIRST CENTER  
SPRING STREET RELOCATION**



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## CITY WITH DWELLINGS

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# WE ARE

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City with Dwellings works to end the crisis of homelessness in Winston-Salem and Forsyth County, providing a unique platform for volunteers across the community to connect and build relationships with individuals who are experiencing homelessness.

In 2012, community leaders responded to the critical need for additional winter emergency shelter in Winston-Salem and Forsyth County, mobilizing congregations, community groups and civic organizations to create a multi-site shelter outreach which is still in operation today.

The grassroots efforts of those leaders grew into City with Dwellings, a dynamic non-profit organization committed to building community with individuals struggling with homelessness, housing insecurity and issues contributing to those circumstances.

CwD currently operates four integrated programs focused on building community to end the crisis of homelessness. We engage with the individual experiencing homelessness to fully understand the unique circumstances he or she must overcome to successfully access resources. This person-centered approach builds trust and creates meaningful community with homeless individuals; enabling CwD to facilitate a coordinated community response to help house individuals and reduce recidivism.



# Board of Directors

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**TRACY MOHR**  
CHAIR



**RUSS MAY**  
VICE-CHAIR



**KATIE BRYANT**  
SECRETARY



**ELIZABETH PLEASANTS**  
TREASURER



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*Member, Augsburg Lutheran Church*



**Scott Seawell**  
*Retired, Senior VP Wells Fargo*  
*Member, First Presbyterian*



**Teresa Cutts, Ph.D.**  
*Social Sciences and Health Policy*  
*Wake Forest University Medical Center*



**Patricia Thompson**  
*CwD Volunteer*



**David Harold**  
*Retired Executive Director*  
*Homeless Council of Winston-Salem*



**Julia Toone**  
*Executive Director*  
*greeNest*



**DeShanna Johnson**  
*Licensed Clinical Social Worker*  
*Licensed Clinical Addiction Specialist*



**Michael Wells**  
*Attorney*  
*Wells Law, PLLC*



**Rev. Kenneth A Pettigrew, M. Div**  
*Winston-Salem Urban League*

# Our Staff



## **Lea Thullbery/Case Coordinator**

Lea began her relationship with CwD in 2013 as a volunteer organizer for the Overflow Shelter, and immediately identified outreach work as a passion she did not even know she possessed. In the summer of 2015 she left her full time job to find out all she could about the systems that supported our neighbors experiencing homelessness. She is a founding member of the non-profit and thanks to a grant from the Kate B. Reynolds Trust leads CwD's Case Coordination and Street Outreach Program.

## **John Gladman/Program Director**

John joined CwD this fall as Program Director for the Community First Center. He brings more than 20 years experience in the Human Services field to the team. John is responsible for building engaging programs for our community members experiencing homelessness as well as volunteer training and learning opportunities to equip volunteers for the work of building community to support those in our community who are struggling with homelessness. The Program Director position is full-time and partially funded by the Winston-Salem Foundation



## **Carlos Tolbert/HEARRT Peer Support Specialist**

What brings Carlos the most joy in being part of the CwD team is being present and walking alongside people in our community on their individual journeys. He first got involved with the Overflow Shelter as a volunteer overnight monitor in 2013, and has worked as a monitor at First Presbyterian every year since. In May of 2019, Carlos joined our staff as a full-time Peer Support Specialist to help launch the HEARRT project.

## **Krista O'Connell/Organizational Administrator**

Being part of the CwD team has brought Krista joy through the unconditional relationships she has made with community members both similar and different from herself. She started volunteering for CwD in 2015, and thanks to a grant from the Kate B. Reynolds Trust, joined the staff as a part-time Organizational Administrator in the fall of 2018. Krista also helps support the HEARRT project.



## **Mark Dockery/Transportation**

Mark is proud to be part of the CwD team because we see everyone in our community as equal, treat everyone with respect, and have compassion and empathy for people facing crisis moments. He was one of the first volunteers at the Community First Center when it opened in 2017, joined the Overflow Shelter staff as a monitor in 2018 and currently drives the van on Tuesdays and Thursdays.

# Our Programs

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## COMMUNITY FIRST CENTER



The CFC opened in the spring of 2017. Staff and volunteers welcome persons experiencing homelessness into a warm, welcoming space; working to connect them to vital shelter, food and health resources. The CFC is a year-round portal of entry for homeless individuals trying to access resources and begin the housing process. Volunteers provide community, hospitality, and lead creative programming such as art and horticultural therapy. Classes in life management are offered and a volunteer nurse and a counselor are usually on site one day a week. Special programs such as tours of available housing, a brunch for individuals CwD helped complete the housing process, small group visits to art museums are offered regularly. The Community First Center is staffed by a Program Director, Case Coordinator, and a part-time Organizational Administrator.

## WINTER EMERGENCY OVERFLOW SHELTER

In 2012, community leaders responded to the critical need for additional winter emergency shelter in Winston-Salem and Forsyth County, mobilizing congregations, community groups and civic organizations to create a multi-site seasonal shelter outreach which is still in operation today.

CwD partners with local congregations to organize overflow shelter for 90+ men and women each night, December 1 – Mar. 31. Shelter sites are hosted by Augsburg Lutheran, New Story, St. Timothy's Episcopal, Redeemer Presbyterian (December), and First Presbyterian (January-March). Guests check in at a central location, then are transported by volunteers to each shelter site, where they are welcomed with a hot, often home-cooked meal prepared by volunteers. Every winter, for 121 consecutive nights, our city welcomes and shelters its most vulnerable community members.



# THE HEARRT PROJECT



City with Dwellings, Wake Forest Baptist Medical Center's Empowerment Project, and the United Way's Housing Matters Initiative joined forces to create the HEARRT (Housing Emergency Assistance Rapid Response Team) project. This collaboration builds on the strengths of each partner and is focused on ending the cycle of chronic homelessness in Winston-Salem and Forsyth County for people who have been living on the streets for an extended period of time. The HEARRT approach combines housing with consistent, supportive services and

resources as an immediate intervention for highly vulnerable and chronically homeless persons in our community. The HEARRT team has four apartments, conveniently located so residents have access to grocery stores, medical care and other services. The first resident moved in June 28th, 2019. City with Dwellings employs a peer support specialist who lives on-site to provide 24-hour assistance to residents living in the HEARRT units. The Peer Support Specialist partners with the case managers from the Empowerment Project to provide intensive case management to support residents as they work towards stability in housing and health.

## STREET OUTREACH

CwD "meets people where they are" as they make progress and experience inevitable setbacks as they work to meet housing and health goals. Led by CwD's Case Coordinator (CC), the informal nature of street outreach facilitates trust and respect between CwD and individuals living on the street.

This work also fills gaps between service providers and the street/shelter population. Being out in the community, the CC can work closely with care coordinators, ACT teams, guardians, The



Winston-Salem Police Department, emergency services, hospitals, and housing case managers. Knowing where individuals experiencing homelessness are during the day and where they sleep at night allows the CC to mobilize volunteers to provide transportation, appointment reminders, and the encouragement to help take steps to better health and greater stability.

# Digging Deeper

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## SOMETIMES SHELTER ISN'T THE ANSWER

The most urgent needs of almost every individual who walks through the door of the Winter Overflow Shelter are food and safe shelter. Meeting those needs is important, and our host shelter sites at Augsburg Lutheran, St. Timothy's Episcopal, Redeemer Presbyterian, First Presbyterian and New Story Church do an amazing job extending a warm welcome to shelter guests.

However, City with Dwellings has learned that taking time to understand an individual's unique

story and needs are important and may lead to unexpected positive outcomes for someone in crisis.

Last shelter season, an 18-year-old woman experiencing homelessness came to Overflow Check-In seeking shelter. Because of the dedication of one CwD volunteer, the young woman was able to reconnect with family, ending her homelessness in the best imaginable way.

The volunteer got to know the young woman and learned she had been in the foster care program for 12 years. Through a bit of detective work, our volunteer also learned the young woman's maternal grandparents were living in Texas and had not seen her since she was 6-years-old. They weren't even certain she was still alive.

They were elated to learn their granddaughter was alive and somewhere safe. The grandfather immediately drove from Texas to take her home. She has now finished high school and has strong family support.

None of this would have been possible without dedicated volunteers committed to getting to know an individual's story. A person-centered approach allows us to use diversion strategies to reunite families and help those in

crisis find better solutions to their challenges. Diversion not only helps us in the work to end homelessness in Winston-Salem and Forsyth

County, but also saves the community money and resources.

During the 121 nights Overflow is open, staff and volunteers often gain a better understanding of unique circumstances or obstacles an individual may be struggling with that may prevent them from accessing stable housing. Sometimes creative problem solving, combined with supportive resources can lead to a solution that makes a huge impact on someone's life.

Conversation is the key to effective diversion strategies. CwD's unique community-building philosophy is well-suited for successful diversion outcomes.



# Breaking Barriers

## MORE THAN JUST A RIDE

We all know how difficult it is to get around with the Business 40 construction project underway, but for people experiencing homelessness difficulty getting from one place to the next is nothing new.

What would normally be a 10 minute drive downtown for someone with a car can take an hour on the bus. Managing time and appointments and finding the right bus route can be challenging. Even then, public transportation isn't always on time, which can cause an already vulnerable individual to experience higher levels of agitation and anxiety.

Relying on the bus also requires having the fare to do so – which can be made even more difficult when you consider the services most often needed by individuals who are homeless are scattered across town. Someone may have bus fare to get to one place and return, but are unprepared to get to the additional places they need to go.

Individuals who come to the Community First Center often need identification—so transportation to the DMV and the Social Security Office is the first step to begin



***Mark Dockery gets the van ready for the weekly tour of available housing units in the area.***

accessing services. To help City with Dwellings able to meet this important need, a bequest from an estate and a generous gift from Parks Chevrolet enabled us to purchase a 15-passenger van.

The van has filled many transportation-related needs for those in the community experiencing homelessness, racking up about 1600 local miles each month since December 2018.

During Winter Overflow Shelter the van transported men and women to permanent beds at Bethesda Center and the Samaritan Ministries Shelter. Every Tuesday the van takes individuals from the CFC to Green Street's food pantry and clothing closet, and each Tuesday and Thursday takes individuals from

the CFC to lunch at Samaritan Ministries.

After lunch at Samaritan, those who need transportation to the DMV and Social Security Office to obtain I.D.'s or have verified appointments or job interviews, are all taken where they need to go and given a bus pass to return to their desired destination.

The gift of the van has allowed our Case Manager to take people out every Wednesday morning to look at apartments and pick up applications. The van has truly been a gift to support the foundation of City with Dwellings' work – building community and relationships with individuals in crisis, offering support as they work to overcome challenges and take steps towards stability and better health.



# Creating a

Exciting changes are happening in our community! This December, CwD's Community First Center will move to 520 North Spring Street, increasing the IMPACT of our innovative programming, case coordination and meaningful community connection. Shared community space will expand to 4500 square feet and those seeking shelter during the coldest months of the year will be welcomed and checked-in for CwD's Winter Emergency Overflow Shelter.

An open, cafe-style gathering space will foster hospitable community among persons from a variety of backgrounds, from those experiencing homelessness, individuals recently housed, and those in the community who have never experienced homelessness. The desire and hope to gather individuals from diverse backgrounds in a warm, welcoming community space is part of CwD's hope and commitment that all of our spaces feel like home, and never "feel like a shelter" or a "homeless program or center."

The Community First Center will encourage engagement, relationship and a sense of belonging, enhancing every aspect of City with Dwellings' work in our community.



# Better Community 2020 IMPACT Better

OPENING DECEMBER 1...HELP BUILD IT!  
[WWW.CITYWITHDWELLINGS.ORG](http://WWW.CITYWITHDWELLINGS.ORG)

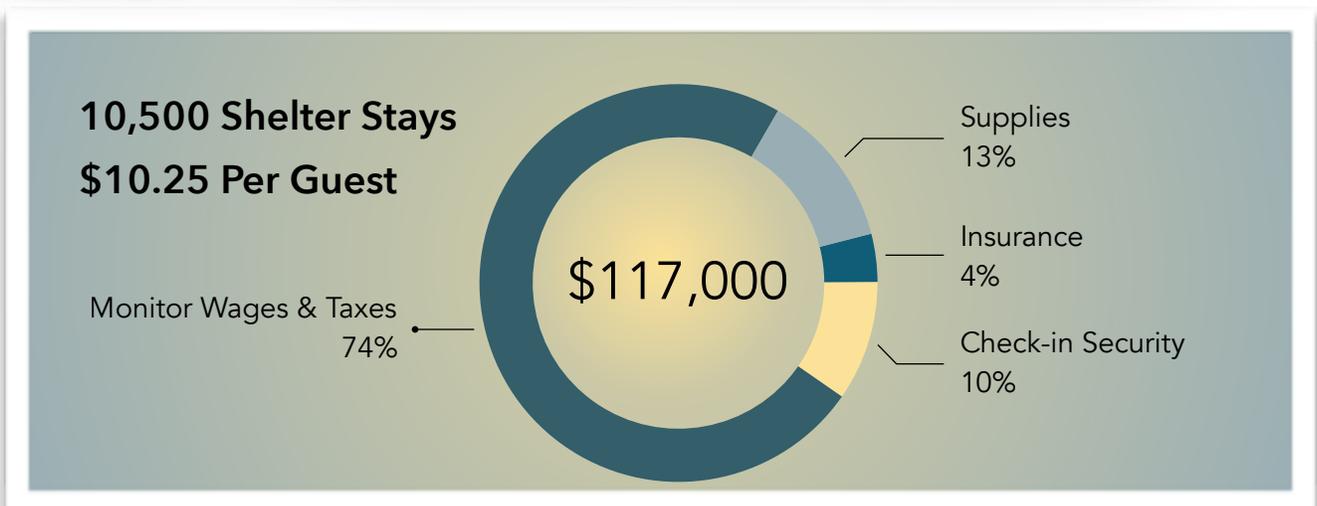
# IMPACT

## 2018/19 WINTER OVERFLOW SHELTER

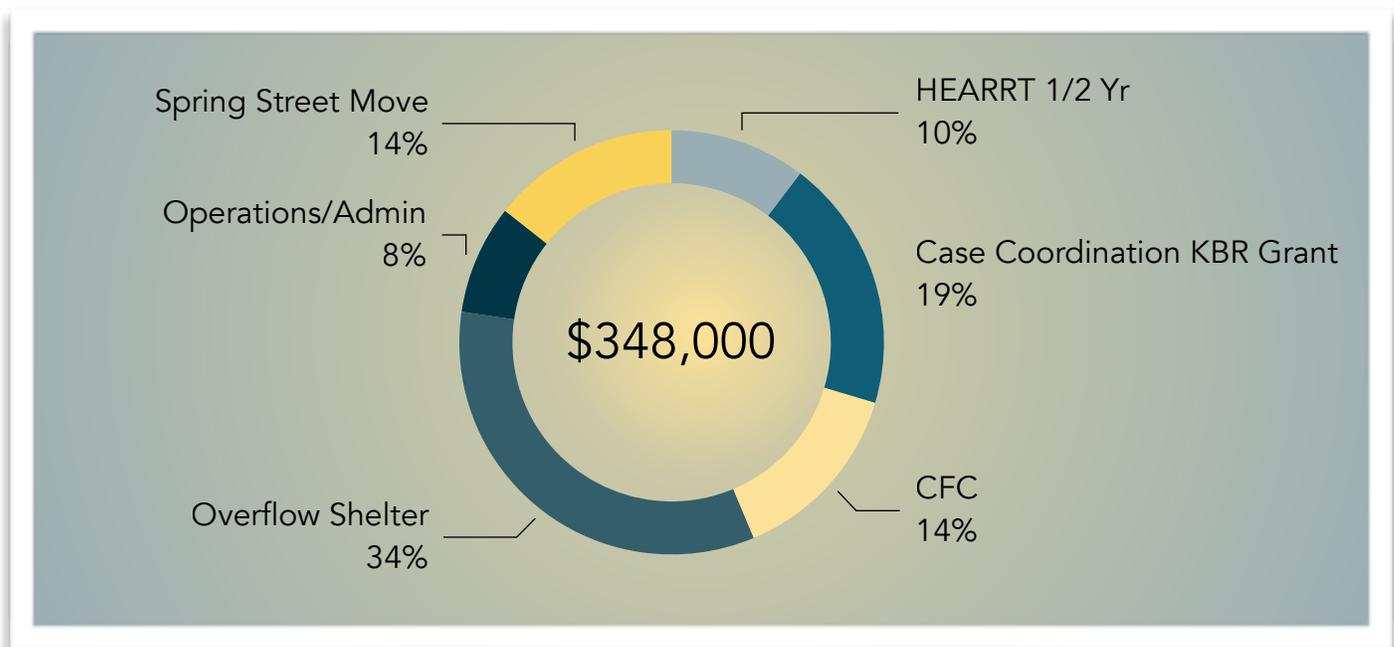
Winter Emergency Overflow Shelter	2016/17	2017/18	2018/19
Unique Persons checked in	376	537	660
Overflow Sheltered	221	268	287
Placed in Local Shelter	155	167	346
Diverted to Family/Friends/Other Resources			27



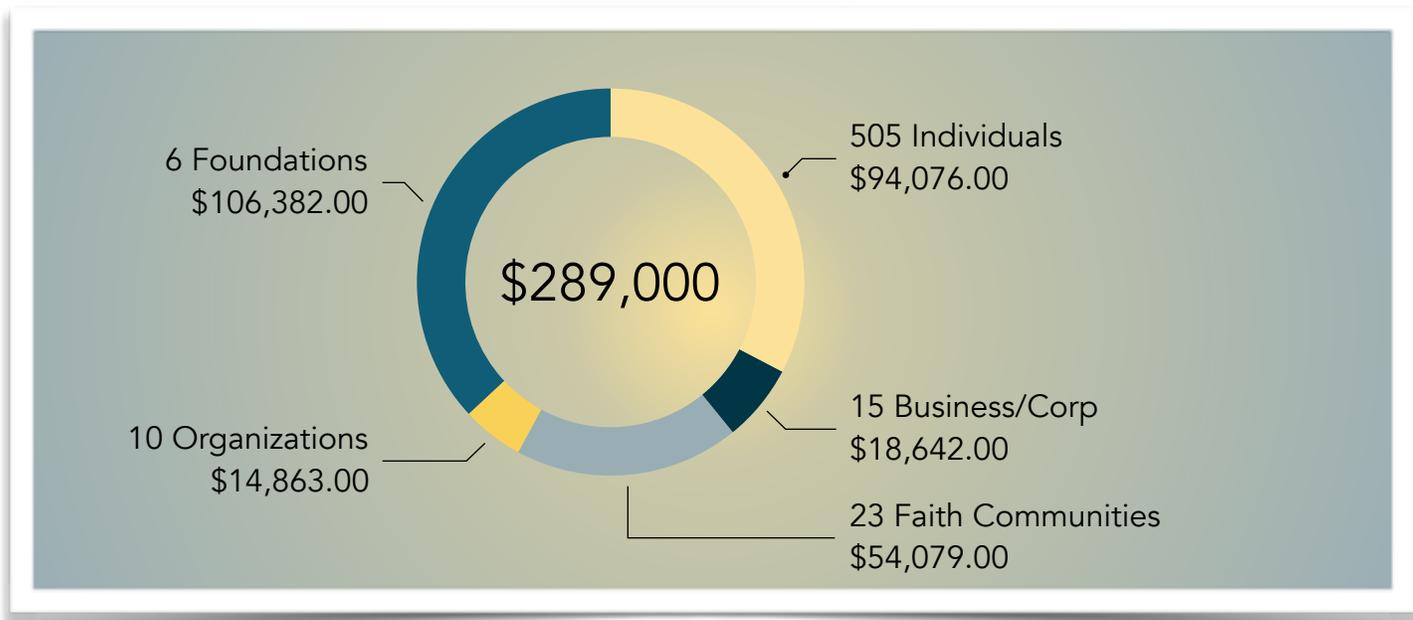
## 2018/19 OVERFLOW SHELTER BUDGET



# 2019 Budget



# 2018 Funding



- 505 Individuals
- 23 Faith Communities
- 6 Foundations
- 15 Business/Corp
- 10 Organizations

# VOLUNTEER IMPACT

## 2018/19 OVERFLOW SHELTER

887

**VOLUNTEERS**

Check-in Hospitality  
Shared Hot Chocolate  
Bus + Van Drivers  
Served 10,500 Meals  
Site Check-in  
Overnight Volunteers

13,544

**HOURS**

Building  
Community  
Ending  
Homelessness

167

**GROUPS &  
ORGANIZATIONS**

Faith Groups  
School and Universities  
Civic Groups/Clubs  
Businesses  
Scouts  
Sports Teams

# COMMUNITY FIRST CENTER 2018

1053

**UNIQUE  
GUESTS**

90

**VOLUNTEERS**

3100

**VOLUNTEER  
HOURS**

13,081

**MILES  
TRANSPORTATION  
ASSISTANCE**



# VOLUNTEERS

## The Heart of City with Dwellings

The importance of CwD's volunteer community and partner organizations cannot be overstated. Based on the annual report generated by the Independent Sector, the estimated value volunteers and partner organizations contribute to CwD's programs is more than \$950,000. The positive impact CwD's volunteer network makes in the lives of individuals in crisis can't be measured in dollars, but in lives changed by a sense of belonging, accomplished goals and greater stability, health and self-determination. CwD is deeply grateful for our partners and volunteers.

**"You make a living by what you get;  
you make a life by what you give."**

**Winston Churchill**

# A Story of Partnership and Collaboration



Moravian Church in America  
Southern Province

In the winter 2013, homeless shelters in the Winston-Salem community were over capacity; temperatures were at life-threatening lows. There was a critical need for additional emergency overflow shelter for persons in the community experiencing homelessness. In response, leaders in the

community quickly mobilized to organize an overflow shelter for individuals living on the streets or camping in various areas around town.

That first season, Anthony's Plot organized volunteers and leaders from the downtown faith communities to offer shelter in the basement of First Baptist Church on 5th, and at New Story Church in the southern part of town, providing life-saving shelter for as many as 60 individuals experiencing homelessness each night.



Guidelines, fire codes and shelter rules were not the primary driver in decision-making for these grassroots leaders that first year. Instead their focus was for caring for those most in need. A model of care, focused on the individual experiencing the crisis of homelessness, would guide every decision made related to shelter.



The Moravian Church Southern Province served as the ecumenical collaborative's fiscal sponsor, and in the winter of 2014, First Presbyterian Church and Augsburg Lutheran Church offered their facilities for men's shelter, St. Timothy's Episcopal provided shelter for women, and



Centenary United Methodist Church provided the location for guest check-in.

The following year, in 2015, Redeemer Presbyterian joined as a shelter site for the month of December. So much was learned during those first seasons, ranging from shelter logistics to ideas about how best to serve individuals experiencing homelessness and crisis. Overflow Shelter continued to be provided for the most vulnerable in our community each winter from December 1 through March 31, and the ecumenical collaborative grew into City with Dwellings and became a non-profit in late 2017.



From the very beginning, Overflow Shelter volunteers learned about the obstacles many of our community members experiencing homeless face when trying to access resources and regain housing stability.



Leaders and volunteers realized the relationships and sense of community created during Overflow Shelter season did not end on March 31. Community leaders and volunteers imagined the creation of a welcoming place for the most vulnerable in our community that was open during the day, throughout the year. They imagined a place where volunteer-led community building, innovative programming, and the generative work towards housing, health and employment goals could take place.



# Love is the answer, community is the context."

- Father Gregory Boyle

In March 2017, CwD opened the Community First Center in "The Haven" located on Fourth Street in downtown Winston-Salem. For two and half years we were able to build our programs and develop the organization in space provided at no cost by Centenary United Methodist Church. This gift of incubator space allowed us to learn a great deal about how best to connect with our most vulnerable clients year-round.

A stable home, supportive relationships, access to quality health care, and a way to support one's self are resources often taken for granted. Most Individuals experiencing homelessness lack those supports and struggle to regain stability and rebuild their lives. City with Dwellings' approach seeks to solve homelessness by building intentional communities to help those without their own effective networks knit together the pieces of a stable and purposeful life.

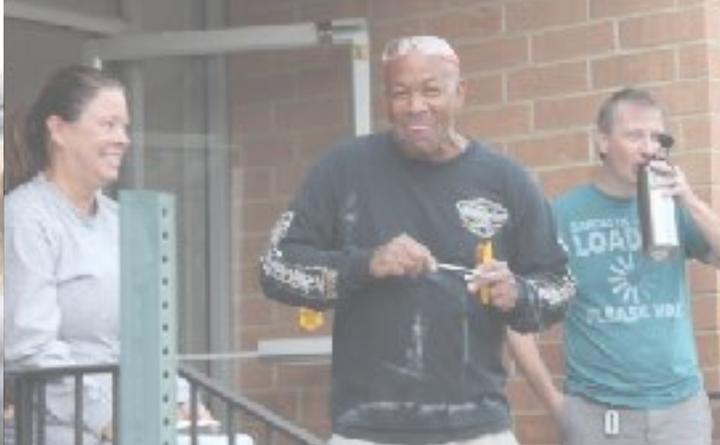


The unique platform CwD has developed through its programs brings volunteers who have landed jobs, maintained a lease, or managed debt into community with individuals in crisis. Building trusting relationships and sharing social capital helps support individuals in their efforts to navigate a complex system of housing resources, regain stability, and achieve housing, health and employment goals.



The opening of the Community First Center on Spring Street in December will launch a new chapter for City with Dwellings and our community of partners and volunteers committed to building a better community for everyone in our city.





# GRATEFUL FOR OUR COMMUNITY PARTNERS

*Anthony's Plot*

*Ardmore Baptist*

*Ardmore United Methodist*

*Ardmore UMC UMW*

*Augsburg Lutheran*

*BB&T*

*Bethania Moravian*

*Frank L. Blum Construction*

*Calvary Moravian*

*Capri Road House*

*Centenary UMC*

*Centenary UMW Circle 1*

*Centenary Love Thy Neighbor  
Leadership Team*

*Community Fellowship Moravian*

*Davenport Engineering*

*Dolan Enterprises*

*Fairview Moravian: Maggie*

*Styers Missionary Chapter*

*Finnigan's Wake*

*First Baptist on Fifth*

*First Presbyterian Church*

*Food Lion Foundation*

*Friedburg Moravian*

*Highland Presbyterian*

*Home Moravian Women's  
Fellowship*

*ICON Custom Builders*

*Knollwood Baptist Church*

*Konnoak Hills Moravian*

*Little Greens Garden Club*

*Mayodan Moravian Church*

*Midway United Methodist*

*Moravian Church Southern  
Province*

*New Philadelphia Moravian*

*New Story Church*

*Omega House*

*Parkway Presbyterian*

*Parks Chevrolet*

*Project Re:3*

*Quiet Pint*

*Redeemer Presbyterian*

*Reynolda Rotary*

*Rural Hall Moravian*

*Salem Creek Friends Meeting*

*Salem Presbyterian Church*

*Spellings Charitable Fund*

*St. Paul's Episcopal*

*St. Timothy's Episcopal*

*State Employees Credit Union*

*Temple Emanuel*

*Temple Emanuel Sisterhood*

*The Lovett Foundation*

*The Daniel Professional Group*

*Trinity Moravian*

*Trinity UMW*

*Unity Moravian*

*WFU Campus Kitchen*

*Wells Fargo*

*Wells Fargo Linden Center*

*West Salem Public House*

*Womble Bond Dickinson*



# HELP BUILD a Better COMMUNITY

SUPPORT THE COMMUNITY FIRST CENTER'S  
MOVE TO 520 N. SPRING ST.

- 70 GALLONS OF PAINT (\$25 per gallon)
- 10 BUNDLES OF PAINTING SUPPLIES (\$100 per unit)
- 250 CARPET SQUARES (\$5 per square)
- 10 BUNDLES OF SAFETY EQUIPMENT (\$50 per unit)
- 14 INTERIOR GLASS DOORS (\$500 per door)
- 2 TOILETS (\$200 per toilet)
- 2 SINKS (\$300 per sink)
- 4 OUTDOOR MOTION LIGHTS (\$60 per light)
- 8 INDOOR LIGHTS (\$150 per light)
- 50 UNITS of SHEET ROCK (\$25 per sheet)

**Better\***

Make a gift today:  
[www.citywithdwellings.org](http://www.citywithdwellings.org)

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**BETTER  
COMMUNITY**

COMMUNITY FIRST CENTER



**BETTER  
OVERFLOW**

WINTER OVERFLOW



**BETTER  
OUTREACH**

BUILDING TRANSFORMATIVE RELATIONSHIP