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Lisa Crittenden, Chief Executive Officer

## A Note From Lisa -

Thank you to our friends and community for your continued support. At Loisann's Hope House, our dedicated staff continues working hard to meet the needs of families facing homelessness in our region. Covid-19 has shown us that there are lessons to be learned during this time. One lesson is that it's absolutely critical for Hope House to remain an agile organization with the ability to quickly pivot to meet changing circumstances. This came into play when we had to rapidly shift from in-person learning to virtual learning, and we quickly set up our outdoor virtual classroom. Donations towards the classroom continue to come in - thank you!

There are also silver linings. Covid-19 forced us to think outside the box about how we could safely hold our signature holiday event, Trees of Hope. Knowing how much this event means to Hope House and the community, we had to get creative. And we did! The Trees of Hope Committee has a wonderful two-week extravaganza planned at the Ashley HomeStore Outlet in Cosner's Corner that prioritizes safety and allows for social distancing. We are excited for our totally re-imagined Trees of Hope 2020, and thank you to all of our sponsors!

One of the reasons we are able to act with agility and pivot to meet shifting needs is because we stay abreast of the latest data on homelessness in our region. This month we feature staff member June Ingram, whose job it is to compile and analyze homelessness data. We also listen - to you, our supporters - to learn how you think we can continue to make the maximum impact in our region. Thank you to everyone that continues to support Loisann's Hope House, and we hope to see you soon at Trees of Hope 2020!

-Lisa Crittenden



#### **OUR IMPACT:**

Our impact continues to grow! Last year we served **398 clients**, including **230 children**. This year, in just the first quarter, we served **266 clients**, including **140 children**.



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# Paula's Story -

Lying in bed -- her kids asleep in their own rooms, her apartment modestly decorated, a life's worth of boxes actually unpacked, working full time -- Paula felt an unfamiliar emotion. She was content.

"We were homeless, on and off, since probably 2011. It was like this vicious cycle. We'd get back on our feet and then...," she recalled. "2012 to 2015 were really bad. We were in survival mode."

When she and her husband called the 211 helpline and contacted Hope House, she had reservations and preconceptions about homeless shelters: Cramped quarters, sketchy people, no privacy, no dignity, no safety.

When she finally arrived, the mother of five said, she instead encountered unfailing support, affirmation, respect, accountability.

"I'm not saying it wasn't hard to be there. But it was nothing like I thought it would be."

Rewind a decade.

Paula, now 28, was pregnant at 15. Her mother had moved them from Texas when Paula was 12 to escape an abusive husband. That's when Paula first experienced homelessness and, even when they did have a roof, they were always unsettled. The family was always moving. Boxes never got unpacked. That was her normal when she started her own life as a mother.

As her own family grew, so did the challenges. At the forefront was childcare -- not an inexpensive proposition.

That started the cycle. She and her husband were eligible for a state-funded lifeline that provided free childcare. They would start to get ahead on two modest incomes. After two years, when the benefits expired, they would be back to one paycheck and back where they started. After waiting the required two years, they would become eligible again and the cycle would resume, always fearful of the next setback.

During that time, they lived in extended-stay motels, crashed with friends, slept in their van many a night as their kids slept in their families' homes.

And she worked. At a call center. At an animal hospital. And at a fitness center where she went from on-call, to full time to general manager.



Her family lived at Hope House from August 2019 to March 2020. The staff made them feel welcome and at home, she said, but made expectations clear. This was a temporary stop toward a permanent solution, they were told

She worked and saved. She filled out required budget worksheets, turned in her paystubs, met with her caseworker weekly, did their chores around the complex, attended mandatory workshops on topics like job interview skills.

The staff seemed to cover every base, making no assumptions. "They taught us so many life skills. Even something as simple as how to clean your home, as silly as that sounds," she said. "And if you were tempted to slack off," she said, "they would come knocking at your door."

When her family moved into the cottage at the rear of the property, there were toys still in their packages awaiting the kids. They shared the space with a single woman and her son "who were amazing."

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Most of all, the staff listened and cared. When looking for an apartment, the staff took its time and asked questions like, "What is it you're looking for? What is important to you?"

Paula only had one request. "I said,'I don't care where you put me as long as my kids can stay in the same school district'" they were attending.

They found her the perfect place and she discovered it furnished and decorated by volunteers when she moved in. That's where, lying in bed, she found the contentment and peace that had always been elusive.

Her children were asleep in their own rooms in actual beds, not on a mattress on the floor surrounded by never unpacked boxes. If they are looking for a particular toy, she no longer has to explain that it's in storage. The kids are safe and can play outside "for the first time ever."

And there were the small things. She's been able to do her own decorating to make it a home. You don't decorate motel rooms, after all. Their van certainly wasn't homey.

None of that would have been possible without Hope House and the people who support it, she understands.

"The Hope House changes lives. If you've never experienced it, you don't understand. This is the first time in 10 years that we've been stable," she said.

"I'm really living a life right now that I thought I would never have."



# In and Around Loisann's Hope House





Happy belated birthday to Loisann! On Wednesday, September 30th the staff and residents celebrated Loisann's Day in tribute to Loisann Silver Chacon. Initially scheduled to take place on what would have been Loisann's 70th birthday, the celebration was postponed due to COVID-19. The addition of the outdoor classroom enabled us to have a safe space where we could gather together while remaining socially distant.

Together with the residents, the staff enjoyed wonderful food from Castiglia's, sponsored by Erie Insurance, and icee treats from Flavor Wadder Ice, owned by the two young men in the picture. We are so honored to bear the name of this kind and compassionate social worker, and enjoyed celebrating her legacy.



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Thank you to Chris and Tammy Long for donating to our Home Sweet Home Initiative! They generously donated everything a family needs to start the next chapter in their own home. The Home Sweet Home Initiative is designed to magnify the impact we can have on families by providing them with an organized assortment of commonplace household items as they transition from homelessness to permanent housing. Thank you!

We are also very grateful to Abbey Sarcombe and our friends at The Mount for donating so many beds in a a bag! Thank you for helping families get a good night's sleep!





#### **OUR IMPACT:**

We are the region's oldest and largest FAMILY shelter. Since July 1, we have served 44 single mother households, 5 single father households, and 20 two-parent households.









# Loisann's Hope House and other CoC providers have joined together to present: Keys For Christmas



Recent CARES Act funding has presented an immediate opportunity for the Fredericksburg region to permanently re-house those experiencing homelessness. With your help, the majority of those currently staying in the community's emergency shelters, like Loisann's Hope House, could be housed by Christmas. The goal is to get 95 households housed in the next 90 days. Click the button below for more details!

#### Click this link to lean more about the program:

https://stablehomespartnership.org/wp-content/uploads/2020/09/Stable-Homes-Partnership-Palm-Card.pdf

#### Here's how you can help our community reach this milestone:

Landlords have an extraordinary opportunity to join homeless services in ending homelessness in the Fredericksburg region!

- Sign a lease with a household experiencing homelessness between October 1 and Christmas Eve (December 24) and receive a signing bonus in addition to the regular security deposit and the first month's rent.
- Your signing bonus will equal one month of rent. It is free and is our way of saying thank you for doing your part to end homelessness in the Fredericksburg region.

#### Become a Landlord partner and click below!

Click this link to become a Partner Landlord: <a href="https://stablehomespartnership.org/contact-us/">https://stablehomespartnership.org/contact-us/</a>

Local congregations have developed a system to collect donated furniture and household items. They will then distribute them to those who need it. Drop off gently used sofas, beds, tables, chairs, dressers and other household essentials at 1212 Lafayette Blvd., Tuesday through Thursday from 9am to 1pm or complete our online donation form to arrange a pick-up.

#### Click here to donate furniture:

https://micahfredericksburg.org/give-help/furniture-donations/



### HELP US END HOMELESSNESS BY CHRISTMAS!



# Board Member Spotlight - Howard Owen



Howard Owen of Stafford Printing

Howard has been a member of the Loisann's Hope House board for four years. He enjoys working with the staff and fellow board members to promote LAHH through the Concert of Hope, which last spring featured The Righteous Brothers.

While there isn't a "cure" for homelessness, there are steps to help alleviate the harm homelessness does to families. Howard believes LAHH does a wonderful job helping families transition from despair to a home. Success is a collaborative effort and with a staff and board working well together, it's been a privilege to serve on the board and see first-hand the results of their hard work.

Howard moved to the Fredericksburg community 33 years ago to start Stafford Printing. Prior to that he attended college and worked as a reporter/editor at two newspapers in Southwest Virginia. He's married and has a son in the second grade.

### Focus on Data



The ability to quickly access and analyze data on homelessness is crucial to improving the quality of life for families in our region. Our HMIS (Homeless Management Information System) Data Coordinator, June Ingram, began work as a volunteer at Hope House in 2015 and has been a staff member since 2016.

An Interview with June Ingram, HMIS Data Coordinator

What is your job, and how does it enhance the LHH mission?

I enter all relevant client data into an information system. It provides the Fredericksburg Continuum of Care, our administration and other partnering agencies with a better understanding of who we are serving in the communi-

ty, how many, what their needs are and how we can best help them in order to prevent or end their homelessness.

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#### What do you love most about your job?

I love the kids, so if the data in some small way helps the program administrators to move them from living in a situation of uncertainty to one of hope and promise, it's a win-win.

#### What is an interesting thing that others may not know about you?

I sponsor a young child in Mwala, Kenya. This has enabled him, his parents and sister to have access to clean water for drinking and planting, receive some small livestock and help with other necessities. My wish is just to make his life a little better.

#### What is your motto?

"The joy you give to others will eventually make its way back to you."

# Trees of Hope 2020: Experience the magic safely this year!

Tickets are now on sale - **CLICK HERE** to buy tickets





# Thank You to Our Sponsors

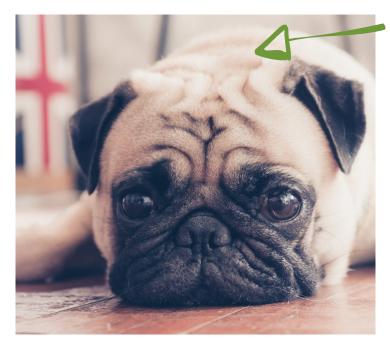
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# Calling all dog lovers and fashionistas!



Have you been feeling a bit like this recently...?

Then join us for a delightful **Dog Fashion Show** at the annual Trees of Hope event to benefit Loisann's Hope House!

**What:** Dog Fashion Show to benefit Loisann's Hope House - \$25/entry - entries are limited so sign up soon! Visit loisannshopehouse.org to enter - fun prizes awarded!

**Where:** Ashley HomeStore Outlet in Cosner's Corner during the annual Trees of Hope luncheon.

9721 Jefferson Davis Highway, Fredericksburg, VA 22407

When: Friday, December 4th at 12:30pm.

#### Requirements to Qualify:

All dogs must have updated vaccinations.

All dogs must be comfortable among other dogs and people.

All handlers must be able to control their pets.

All dogs must be kept on leash.

#### Tips for Dressing Up Your Dogs:

Always remember not to compromise the comfort of the dogs.

Don't force them to wear clothes if they are showing signs of resistance.

Undress them right away after the show, especially if they are wearing hats and gowns.

There is no theme...just have fun!



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Lisa Crittenden



(540) 371-0831 902 Lafayette Boulevard, Fredericksburg, VA 22401 www.loisannshopehouse.org