

PCHO meets people where they are at to provide compassionate care and access to services.



2023 IMPACT REPORT

PCHO.ORG

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OUTREACH TEAM

Provides Access to Services and Supports to the Unhoused

Responded to **349** Referrals



A **9** Member Team



Transitioned **252** Individuals into Housing



Supported **47** Children

Supported **72** Households Residing in Cars



Carl has endured in the past two years the end of a relationship; the loss of his job; and perhaps most significantly, an involuntary separation from his six children. Today, Carl is patiently rebuilding his life one step at a time; and having a secure, stable place to live has been an important part of his continued recovery. Most important to Carl is having a safe home where he can reconnect and build memories with his children. "Nothing is better than creating relationships with the people you love."

▶ *Hear Carl's voice and read more about his story.*



Support for **472** People



A **13** Member Team



Furnished **162** Apartments

Servicing **307** Housing Units



Provided Utility Support for **27** Families



HOUSING TEAM

Serves Individuals Who Require Support to Remain Housed

Many PCHO staff members have rebuilt their lives after having experienced homelessness themselves. These lived experiences aid in building trusting relationships with individuals who are on a delicate recovery journey. "I've been on the side of being unhoused, being in active addiction, practicing harm reduction, sex work – I've been through it all," Stephanie says. Now she's at peace being of service to others.

▶ *Hear Stephanie's voice and read more about her story.*



HEALTH HOME CARE TEAM

Ensures Housed Individuals Receive All Supports to Stay Healthy & Stay Out of the Hospital

A **7** Member Team



Supported **869** People



Jessica is a survivor of forced prostitution who is embracing a fresh start with the support of PCHO housing. As Jessica rebuilds her life, she benefits from the safe and supportive space where she can heal, gain independence and chart a new course. "When my time comes, I'm going to be remembered for the good things I gave back to the community."

▶ *Hear Jessica's voice and read more about her story.*



KEY ACCOMPLISHMENTS

- Hosted our inaugural *We Want Access* conference with 160 attendees and presentations from 8 partners providing educational opportunities on housing and health care. The conference featured keynote speaker, Ken Nwadike Jr – an accomplished peace activist and founder of Free Hugs Project.
- Created and distributed the first annual *Homeless Outreach Report* providing insights on the state of homelessness nationally and locally.
- Partnered with Home Leasing to open Flower City Apartments in March 2023 –providing 35 additional units of permanent supportive housing to formerly homeless individuals.
- Opened a permanent supportive housing program with Rochester Housing Authority to provide an additional 30 units of housing to formerly homeless.

**The Answer to Homelessness is a Home.
The Answer to Hopelessness is Hope.
PCHO Provides Both.**



REFERRALS



1,017
Food Pantry

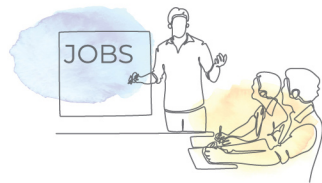
148

Mental Health Treatments



15

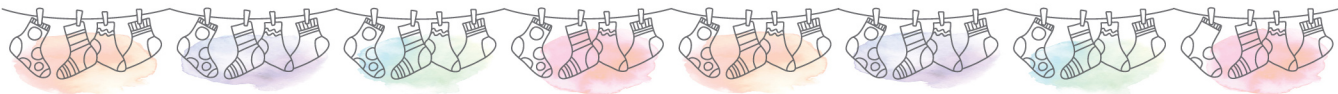
Employment Opportunities



72

Substance Use Treatments

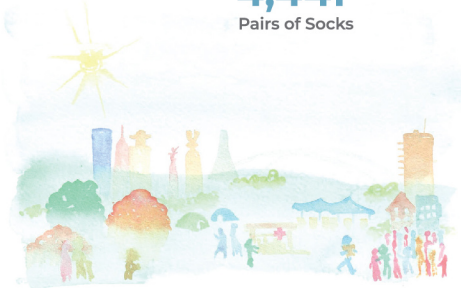
BASIC NEEDS



4,441
Pairs of Socks

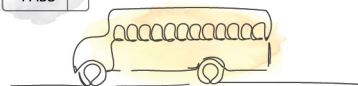
1,425

Hygiene Kits Containing
Essential Toiletries
and First Aid



291

Bus Passes



APPLICATIONS

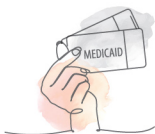
127

Birth Certificates



85

Medicaid



146

Food Stamps



132

Social Security Assistance



Dean's struggle with alcohol resulted in job loss, broken his relationships with his wife and daughters, and eventually homelessness. Now, with a safe and stable home, Dean is able to focus on his recovery journey as he rebuilds his life. "I couldn't concentrate on my recovery because I was just trying to get through the day, now since PCHO got involved and I've got this place it makes such a huge difference."

Hear Dean's voice and read more about his story. ▶

