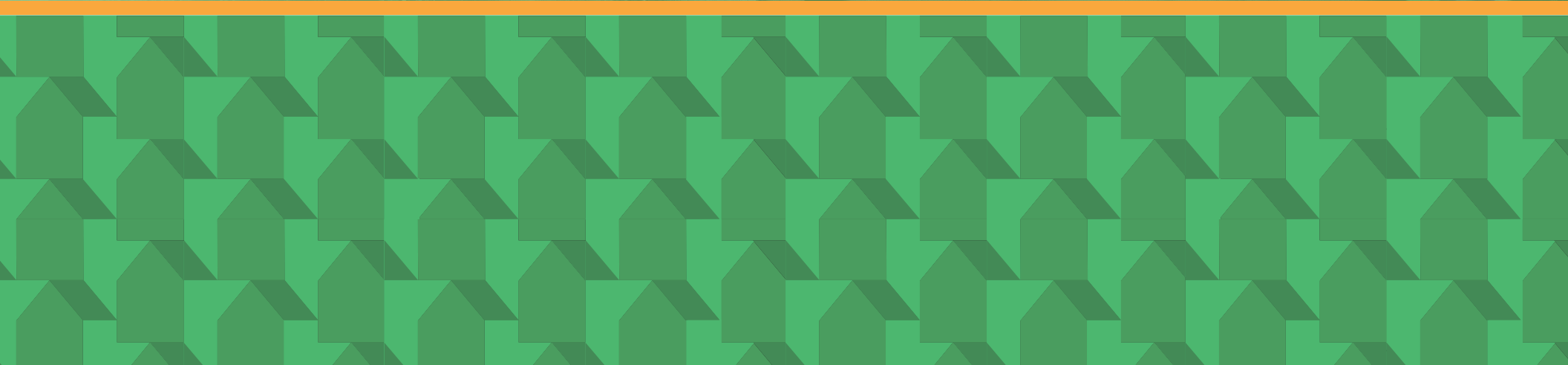




**HEBRON**  
housing services  
Serving Waukesha County

# Our Case for Support



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**Imagine if you lost your job tomorrow,** had a health care crisis that depleted your savings, or experienced an accident that left you disabled and unable to provide for yourself and your loved ones...culminating in losing your home. It could happen to any of us, at any time, with no warning, through no fault of our own.

Would you want to find refuge, to have a roof over your head and a hot meal, to be treated with dignity and compassion? Would you want to be connected with resources to help you regain control of your life and find stable housing for the long term? In Waukesha County, that place of refuge and hope is called Hebron Housing Services.



# Our Story

Hebron Housing Services has provided emergency, short-term shelter and long-term solutions to individuals and families in Waukesha County since 1982. **Our goal is to end homelessness, one person at a time.**

**Bernardine “Bernie” Juno** founded Hebron House of Hospitality in 1982 and served as executive director for over 30 years. After her passing in 2020, Hebron House was renamed Juno House in her honor.



## We provide warm, safe shelter for those in crisis, housing more than 60 individuals each day among three locations that serve distinct populations:



**Juno House** (previously Hebron House), our original location, provides shelter for 30 to 35 single women, women with children, and families in a beautiful, welcoming home every night of the year. Homelessness is very hard on children, and keeping families together is important to us, therefore we give each family their own room.



**Siena House** provides shelter for 15 to 18 single adult men each night. The shelter is open 24 hours a day, seven days a week. Men who come to Siena House are seeking to rebuild their lives. Our case managers work closely with them to increase their income and connect them to safe and stable housing.



**Jeremy House**, opened in 1997 as a collaboration with the Mental Health Association, the National Alliance on Mental Illness and the Addiction Resource Council, is a safe haven shelter for up to 7 adult men and women suffering from chronic homelessness and mental illness. Jeremy House operates 24 hours per day, 365 days per year, providing transitional living in a quiet, tranquil setting while focusing on treatment and recovery. It is one of only 3 safe haven shelters in the State of Wisconsin.

Guests receive a warm bed, hot meals provided by volunteers and access to showers, cooking facilities (at Juno House), laundry facilities and bedbug abatement services. Our shelters are low-barrier, meaning we remove as many pre-conditions to entry as possible and accept people as they are – providing shelter and access to services for those who may have no other option.

Juno House and Siena House provide short-term, emergency shelter; guests can stay up to 90 days and the average length of stay is 32 days. At Jeremy House Safe Haven, guests average six months in residence.

All three shelters operate at capacity year-round, with an ongoing wait list.



# Short-Term Shelter and Long-Term Solutions



At Hebron Housing Services, providing emergency short-term shelter for our guests is a vital first step. **A safe and stable space is where we can help them address the root issues that caused their homelessness and find safe and stable housing.**



During the first week of a guest's stay with us, they begin meeting 1:1 with an experienced case manager one to three times per week. Case managers use a holistic approach to identify their physical and emotional needs and start them on a journey towards self-sufficiency and well-being:

- Create an individualized plan to address each guest's needs.
- Set personal goals and identify the resources needed to accomplish them.
- Assist guests in accessing/obtaining those resources.
- Provide support, guidance and advocacy so guests can make positive progress toward their goals and eventually attain self-sufficiency.

Some resources are provided in-house, such as resume writing, interview coaching, and job search assistance. We also act as the center of a wheel, connecting guests to community providers who offer substance abuse counseling, treatment for medical health and medical issues, job skills training, financial counseling, and many other services and resources. This “wrap-around” method ensures that each guest can access the multiple services they need to address all of their challenges/all of a guest's needs and challenges are addressed.



# Housing First



**We follow the Housing First model, a recovery-oriented approach based on the premise that people are best equipped to overcome challenges and move forward with their lives if they have a place to live first.** Instead of requiring our guests to meet certain milestones as a prerequisite, case managers start working with them immediately to create a housing plan and connect them with affordable housing options as they become available; this includes two low-income housing developments we own and operate. Once our guests have secured housing, we provide services and support to help them maintain it as they address their other challenges.



# Restoring Dignity & Hope to Those in Need

**Our work is guided by the core principle that all human beings are worthy of being treated with dignity, respect, and compassion.** Our guests find welcoming arms and a steady hand to guide them through what is often the most difficult time in their lives.

Losing a home can be devastating. Think of what your home means to you, the role it plays in your life. Our home is a core part of our identity and sense of self, a safe place that grounds us and provides stability and security. People who lose their homes seem to lose their dignity at the same time. Homelessness can lead to hopelessness.

Restoring belief in one's self worth and hope for the future are an essential part of empowering our guests to lift themselves out of homelessness.



“ Both I and other family members have supported Hebron House over the years – never realizing that I myself would ever be a guest! I feel fortunate to have had a safe and friendly environment to stay while I got back on my feet. Thank you for everything. ”

**DEAN,**  
HHS GUEST

# Community Need



**Health issues** such as an acute physical or mental health crisis, a long-term disability, or opioid and other substance abuse.



Sudden **job loss** or prolonged unemployment.



**Domestic violence.** Many survivors of domestic violence become homeless when fleeing an abusive relationship because they lack the economic resources to secure or maintain housing on their own.



**Lack of affordable housing.** Our nation is currently facing one of the most severe affordable housing crises in history.

Waukesha County has grown over the last decade from a quiet suburb into an urban center. For those who are low-income but employed, wages have not kept pace with increasingly expensive housing costs.

According to the National Low Income Housing Coalition, the average fair market monthly rent for a two-bedroom apartment in Waukesha County is \$918. The hourly wage in a 40-hour work week needed to afford this cost is \$17.65—and a worker earning minimum wage would have to work 2.4 full-time jobs to earn an equivalent amount.

Without Hebron Housing Services, there would be no place for the majority of homeless people in our community to go. The homeless themselves would suffer, and the quality of life and health

of our community would be impacted as well. If somebody is living outside, that's an inherently dangerous and unhealthy situation for that person and for others.

The COVID-19 pandemic led to increased demand for our services and created new challenges, including a staff shortage at Hebron Housing Services and additional work to keep our facilities sanitized.

Our shelters are full, and the needs of Waukesha residents experiencing homelessness far outstrip what we can provide. Now more than ever, our community must step up to take care of its own.

# Our Unique Strengths



**375**

INDIVIDUALS  
SERVED ON AVERAGE



**16,700**

NIGHTS OF SHELTER

**100**

CHILDREN

**130**

WITH A REPORTED  
MENTAL ILLNESS

**80**

WITH PHYSICAL  
DISABILITIES

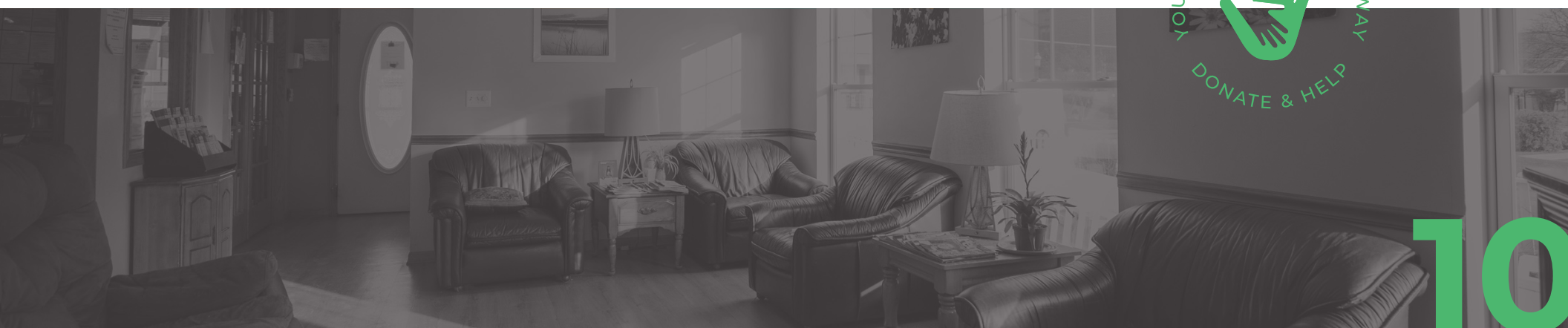
**60**

WITH CHRONIC  
HEALTH CONDITIONS



## Hebron Housing Services is uniquely qualified to help our community address homelessness:

- We are the largest and oldest nonprofit provider of help and resources to the homeless men, women, and children of Waukesha County, and the only local organization fully dedicated to this purpose.
- Our **“wrap-around” service model** of providing shelter, resources, and affordable housing addresses the root causes of people’s homelessness and produces lasting positive outcomes.
- Our three houses, each of which serves a distinct population, enable us to help a wide range of individuals with diverse needs.
- Our agency has decades of **experience** serving people with special needs such as mental health diagnoses, substance abuse, and disabilities. Our case management program uses **proven practices** to seek greater success with these complex populations.
- We have built strong **partnerships** with community providers that empower us to connect our guests with a wide range of needed resources.
- Our case managers have **extensive background** in the field, with degrees in Human Services and Forensic Psychology and training in trauma-informed care, crisis intervention, and motivational interviewing.
- Perhaps most importantly, we have made it a priority to involve people who were formerly homeless throughout the organization, from the lowest line staff person to our leadership team. This **lived experience** brings the perspective, compassion, and respect that allow us to walk with our guests on their journey.



# The Impact of your Gifts

What your generous giving makes possible:



**\$10,000**

HELPS WITH THE GENERAL  
MAINTENANCE EXPENSE  
AT THE SHELTERS



**\$5,000**

PROVIDES CASE  
MANAGEMENT FOR A FAMILY  
WORKING ON THEIR HOUSING  
STABILITY PLAN



**\$2,500**

BUYS SHELTER SUPPLIES  
TO KEEP SHELTERS CLEAN



**\$1,000**

SHELTERS A CHRONICALLY  
HOMELESS INDIVIDUAL  
FOR A WEEK



**\$500**

PROVIDES TRANSPORTATION  
FOR GUESTS TO GET TO WORK  
AND APPOINTMENTS



**\$250**

KEEPS A FAMILY SAFE  
AND WARM FOR A NIGHT



**\$200**

COVERS GENERAL  
MAINTENANCE PROJECTS  
AT THE SHELTERS



**\$100**

COVERS THE COST OF  
LAUNDRY FOR A MONTH

More than half of our annual budget operating comes from the generosity of donors in our community. While government funding makes up 22% of agency revenues, support from other income covers an additional 26%, and the remaining 52% comes private support from generous donors. In other words, we literally can't do our work **without you**.

**With your partnership, we can do more.** Increased philanthropic support would enable us to pursue our immediate priorities of improving positive outcomes for our shelter guests, developing, providing continued training and education for our staff, attracting and retaining quality shelter staff – to include giving them meaningful compensation, and caring for our shelters so we can provide a welcoming and dignified place to stay.

We're also striving to make progress towards big-picture goals: strengthening our partnerships with community service providers, fostering relationships with long-term housing providers to improve permanent placements, and increasing community awareness and understanding of homelessness.





# Please Join Us



You have the ability to change the course of someone's life. That could be a 65-year-old person who is homeless for the first time, a young woman with her whole life ahead of her, or a family living in their car. You can help fellow Waukesha community members regain dignity and hope, make transformative and lasting changes for themselves and their loved ones. You can help end homelessness, one individual or family at a time. Each person you help, you strengthen the health and well-being of our entire community. We are grateful for your partnership, and for what we can accomplish together.



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