Our Mission

Passage Home’s mission is to help break the cycle of poverty and create generational self-sufficiency for the individuals and families of Wake County by helping them achieve housing and income security.

Passage Home uses a multi-generational approach to directly and indirectly impact the lives of families, individuals, children, and veterans across the County. Passage Home programs connect families to affordable housing, reduce homelessness, address food security, increase economic self-sufficiency, help youth develop, provide job training and placement, and improve the built environment. Throughout the course of the year, Passage Home touches and changes the lives of more than 2,000 community residents every year.

Passage Home addresses the complex causes of poverty by offering programs and services focused on housing and economic stability.
Dear Friend,

There are several things that make it special to be part of the Passage Home team. The people I work with, the people I work for, the community support, and the services we offer—to name a few.

To understand our program, you must first gain a surface understanding of poverty in America. Poverty is systemic. Poverty is cyclical. Poverty is overwhelming. Poverty affects us all. POVERTY IS TRAUMA.

The families we work with—families living day to day—are constantly fighting to meet their basic needs—food, shelter, safety. I ask you to put yourself in their shoes for a moment. Imagine being a parent of a school age child and you’re unsure if you can pay rent this month or even afford to put food on the table through the weekend. Do you pay the parking ticket or the electricity bill? Do I leave work early to read a book to my kid and sacrifice an hour of pay? Dozens of difficult, heart-breaking decisions needed to be made every day.

This constant stress exhausts our families. The stress creates a traumatic environment that permeates every layer of the family. And this is only a small example of stress and decision fatigue our families deal with daily.

Passage Home’s model is uniquely positioned to help these families. We utilize a comprehensive, individualized, multi-generational approach that addresses all the barriers to security, stability and employment.

Stability is vital to help anyone begin to focus on long-term growth. Once we achieve stability through housing, we provide educational training opportunities or connect them with a community partner to help them become more economically mobile.

The care and dedication Passage Home staff show daily is awe inspiring. The difference they make for families of our community is immense. And they are the best representatives of Passage Home.

I want to thank all of you who make it possible for Passage Home to achieve our mission. I want to very LOUDLY thank the staff of Passage Home and our community partners who work every day to improve our community.

Y’all are amazing!

Seth Friedman
CLIENT SERVICES

Our Child Specialists assess the homeless and vulnerable youth to identify their needs and connect them to important resources.

CHILD SPECIALISTS

Individuals, veterans, and families living in insecure housing must navigate the cycle of poverty and trauma daily. Passage Home’s Housing Specialists work with clients to create a plan for long-term stability.

HOUSING SPECIALISTS

Passage Home’s Workforce Development program operates in conjunction with Wake Tech to support our clients as they improve their economic opportunities.

EDUCATION & EMPLOYMENT SPECIALISTS

300 children served through our REACH (Resilience, Empowerment, Access for Children Experiencing Homelessness) program

295 Families maintained housing

56% of graduates from our Workforce Development program confirmed new or better jobs
**OUR CLIENTS**

Meeting people where they are

- **43** Head of Household
  - Average Age

- **36%** Households with children

- **78%** Unemployed or Seasonal Jobs

- **81%** Single Parents in households with children

- **46%** Receive no income

- **69%** Single Mothers

- **$11,050** avg income through employment

- **69%** Homeless

**OUR OUTCOMES**

- **3,200** Families seeking our services

- **2,608** Referrals made

- **$14k** Avg gain for those who increased income

- **610** Individual volunteers

- **93** Veterans served

- **295** Families maintained housing

- **95** Families found new housing

- **209** Children served

- **18** Families saved from eviction

- **85%** of employed maintained job for 90+ days

- **64** College certificates earned

- **$29,880** in scholarships provided job training classes
Workforce Housing is one of the biggest long-term challenges facing Wake County. The county is 60,000 units short for families making $40,000 or less. This number grows by 4,000 units per year—putting extra pressure on the housing market and workforce families.
INDIVIDUALS WHO SERVE, TEACH, AND PROTECT OUR FAMILIES ARE NO LONGER ABLE TO LIVE WHERE THEY WORK.

WAKE COUNTY WORKFORCE SALARIES

Passage Home works with local municipalities, the county, and private business to develop workforce housing up to 80% AMI. Passage Home has 30 years of experience developing and managing apartment, homeownership, and single-family rental opportunities.

WAKE COUNTY AREA MEDIAN INCOME (AMI) LEVELS FOR FAMILY OF FOUR:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Income</th>
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<tbody>
<tr>
<td>30%</td>
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<td>80%</td>
<td>$74,150</td>
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<td>100%</td>
<td>$93,100</td>
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Individual commitment to a group effort: That is what makes a team work, a company work, a society work, a civilization work.
“Never doubt that a small group of thoughtful committed citizens can change the world: indeed, it’s the only thing that ever has.”

~ Margaret Mead
There aren’t enough times I can say thank you. It was such a rough time. When you’re not in control of your everyday life, it’s very hard—it’s horrible…especially when you have someone else depending on you for their safety, for their security and there is a possibility you won’t be able to provide that. As a mom, that was the deepest cut to me. And I was angry for a while.”

~ Natasha, Army Veteran

Meeting people where they are

Poverty is not a temporary status for most individuals and families. Once you’ve become poor in the US, you tend to stay there and raise your children there. And if you’re born poor, there’s only a 30% chance that you’ll ascend to the middle class.

We meet people where they are in life and develop a comprehensive program to get them to the next step towards self-sufficiency and stability.
Approximately 108,361 North Carolina veterans live in homes with one or more major problems of quality, crowding, or cost. Housing affordability is the greatest housing problem among veterans. Roughly 23.6 percent of North Carolina veterans pay too much for their housing.

HUD estimates that approximately 884 North Carolina veterans are homeless.

**A military life is all Natasha ever really knew**

She married a veteran right out of high school and enlisted in the Army one month later. Two years from then, she was honorably discharged. She left the military unaware of the resources available to her. For more than a decade she had very little guidance and was suffering from a disabling illness.

She worked for State of North Carolina for several years—but as a result of a service-related injury—Natasha was forced to take medical leave. Due to her physical health and inability to work a full-time job, Natasha fell behind on rent. Natasha exhausted her finances—including her military retirement—to maintain a home for her and her children. Unemployed and facing eviction, Natasha reached out to any organization that would listen. Everywhere she turned, she heard the same story, “We can’t help you until you are actually homeless.”

Finally, her Case Manager at Veteran’s Affairs (VA) recommended Passage Home.

Passage Home believes that a home represents so much more than shelter. It provides the stability, security, and the comfort our friends, neighbors, and fellow community members need to improve their long-term outlook. Without a safe place to rest your head at night, you are never able to look more than 24 hours ahead.

Natasha enrolled in Passage Home’s Veteran Program that assists homeless and at-risk Veterans by helping them obtain or maintain housing through case management, life advocates, and support. In Natasha’s case, we made sure her and her nine-year-old daughter never had to leave their home. Together—with her Life Advocate by her side—they set a goal of stability, security and self-sufficiency.

But it wasn’t easy. Many of our funding sources have time limitations for how long we can support a client. Additionally, getting approved for earned benefits that offer additional support to our Veterans usually takes longer than our funding allows. We had exhausted all financial support and without full VA benefits, she was once again at the brink of homelessness. Natasha started packing her bags to leave her home.

Passage Home tirelessly seeks out new funding streams—including donors like you—to help support our Veterans and other Wake County residents. And, at the very last minute, we received a private donation that allowed Natasha to stay in her home. The additional time in her home allowed her to finally receive her full earned VA benefits without ever having to experience homelessness.

Today, Natasha is securely in her home, focused on long-term goals and the future of her family.
In order to reduce poverty in its community, a Community Action Agency works to better focus available local, state, federal, and private resources to assist low-income individuals and families to acquire useful skills and knowledge, to gain access to new opportunities, and to achieve economic self-sufficiency.