

# A PLACE FOR HELP, HOPE, AND HEALING



**The Samaritan Inn**  
HOPE FOR THE HOMELESS

## CASE FOR SUPPORT

# INTRODUCTION

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He sits on the curb at a busy intersection, hanging his head down in the scorching Texas heat. His sign says, “Homeless Veteran: Will work for food.” A single, tattered bag of possessions is the only thing keeping him company.



He is the face of homelessness most of us expect...many times, the one people ignore.

But here in Collin County—an affluent suburb of the Dallas/Fort Worth metro area—the old stereotypes don’t apply anymore. Homelessness wears faces you wouldn’t expect.

It’s the man who lost his job and six-figure salary, unable to find work and struggling to provide housing for his family. It’s the young mom who works two jobs and still can’t afford rent. It’s the 18-year-old who just aged out of the foster care system and doesn’t have the life skills to make it as an adult.

Picture families living out of storage units ... young college students “couch-surfing” among friends ... or a two-bedroom apartment filled with 24 people—parents, grandparents, and children sleeping on the floor, barely scraping together enough to live on.

Every situation is different; every need is unique. And **The Samaritan Inn is the only place in North Texas with a comprehensive program built to serve all types, ages, and stages of homelessness.**

# INTRODUCTION

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## WHO WE ARE

The Samaritan Inn first opened its doors in July 1984. With just 10 beds, we began to provide emergency shelter, food, and other basic necessities for the homeless in McKinney, Texas. From this modest start, the Inn continued to expand its reach over the next 20 years by welcoming women and children and relocating to larger facilities.

The Samaritan Inn shifted to provide long-term accommodations and a holistic program to help individuals and families overcome homelessness for good. To assist with development of its operating capacity, the Inn opened the InnStyle Resale Shop in 2005, the Gateway Apartments (featuring subsidized housing for qualified residents) in 2008, and an Administration Building in 2010. In March 2019, the Inn completed its most ambitious expansion efforts by constructing all new facilities on a 15-acre site in McKinney.

To date, we have served more than 20,000 people, expanding to become the largest residential homeless program in Collin County. Today, people come from all across North Texas. And over the next two decades, the population of our area will grow exponentially ... increasing the need for our services dramatically.

**Here at The Inn, we are open 24 hours a day, 365 days per year to serve the needs of our community.**



Each night, we provide a secure, clean place to live—at no cost—for approximately 226 homeless individuals, including 60+ children. Over the course of a year, more than 575 unique individuals (adults and children) are served and participate in our comprehensive program. We serve three well-balanced meals a day for our residents and provide packed lunches for our working residents to take into their workplace. In 2021, the Inn provided over 130,000 nourishing meals.

# INTRODUCTION

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The services we offer have grown far beyond just room and board. **We serve the whole person, addressing physical, mental, emotional, and spiritual needs.** A broad list of our offerings includes the following:

- Personal hygiene products and grooming
- Clothing, coats, and shoes for every day use and job interviews
- Professional caseworkers to develop individual programs and oversee progress
- Licensed professional counselors to address and solve the root cause of a resident's homelessness
- Legal and financial counseling
- Referrals for mental and physical health services
- Life skills classes, such as parenting, budgeting, and household management
- Job training, including interview skills, and soft skills
- Household items for resident graduates
- Ongoing support to ensure long-term independence

**Ultimately, our mission is to help willing people gain dignity and independence,** moving families from a survival perspective to experiencing healthy growth, normalcy, and security in their everyday life.

We teach them to live instead of merely surviving.

*"I'm so very grateful to the staff for your hospitality and kindness. I honestly don't know where I would be today without the Samaritan Inn. Thank you for "everything." I sincerely mean that. My leaving is truly bittersweet. I will miss all of you! Thank you!!"*



*--2021 resident of The Inn*



## **PART 1 | THE NEED**



# PART 1 | THE NEED

Across the United States, nearly 580,000 people (17 out of every 10,000 people) are homeless on any given night. More than 25% are children. And 9 out of 10 homeless families depend on neighborhood shelters for housing.

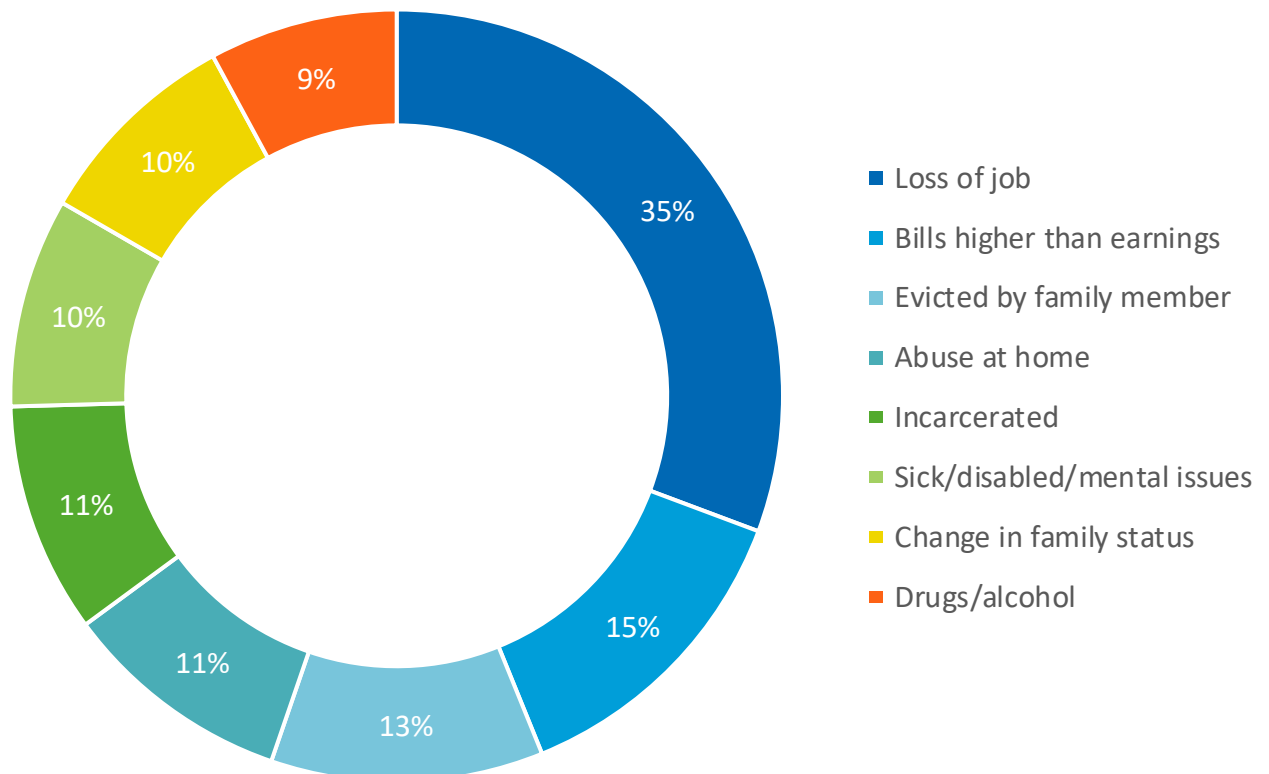
In Texas, more than 27,000 men, women, and children are currently homeless. Of that total, 1,919 were family households, 1,806 were veterans, 1,355 were unaccompanied young adults (aged 18-24), and 3,511 were individuals experiencing chronic homelessness.

Public school data reported to the U.S. Department of Education shows that an estimated 1.5 million public school students experienced homelessness over the course of the year. Of that total, 56,174 students were unsheltered, 19,797 were in shelters, 19,942 were in hotels/motels, and 135,392 were doubled up.

**According to the 2021 Collin County Homeless Census, on a single night in February a total of 4,570 sheltered and unsheltered individuals experiencing homelessness in Dallas and Collin Counties.**

Our region mirrors the nation as a whole when it comes to the primary causes of homelessness. They range from job loss to eviction, abuse to divorce, physical and mental health issues, addiction, and bills that are simply higher than earnings.

## Triggers for Homelessness



## PART 1 | THE NEED

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Collin County is one of the most economically affluent counties in the United States and yet, there is an insufficient supply of affordable housing. Housing costs are incredibly high. **The average person making minimum wage would have to work more than 20 hours per day to afford housing.** That's 2.5 full-time jobs ... just to survive. In our area, the majority of homeless people have employment but still cannot afford a permanent place to live.

According to the U.S. Department of Housing and Urban Development (HUD), **the top six reported needs of the homeless are housing, emergency food, money for bills, hygiene products, clothing, and a warm place during cold months.**



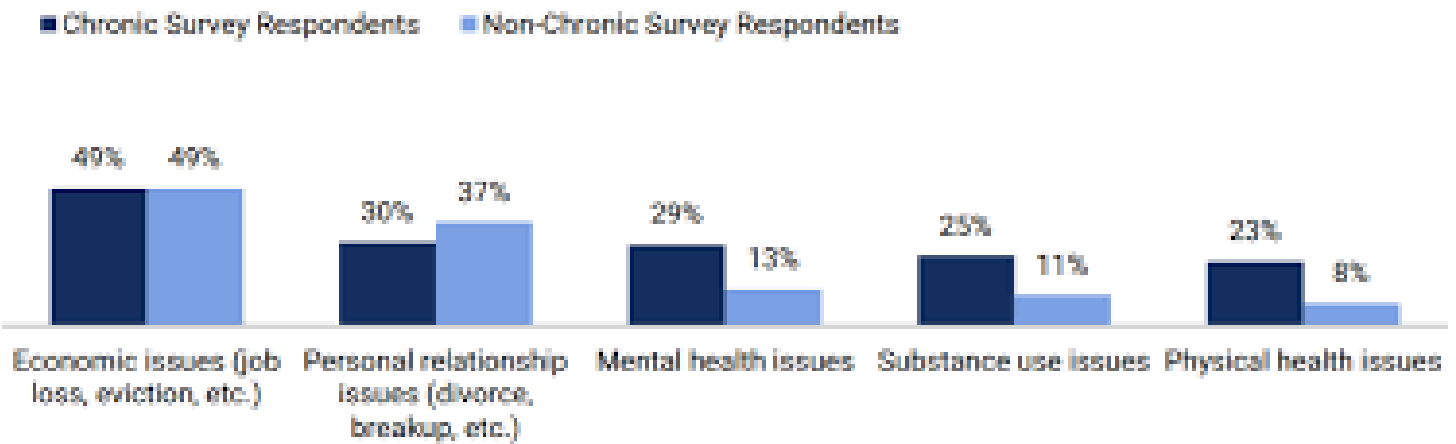
In Collin County, we see all of these needs, as well as several other challenges specific to our area. The **lack of transportation** is a serious issue here in the suburbs, handicapping homeless individuals trying to find jobs or get to and from work. In addition, **many homeless parents need child care** in order to work, and therefore remain unemployed so as to care for their children. **Others are struggling with difficult family issues.**

These issues translate into deeply ingrained problems affecting our society as a whole. A recent report prepared by HUD delineates several long-term consequences of homelessness, including a **higher crime rate, lower educational level, high unemployment rates, chronic dependence on government assistance, and widespread generational homelessness.**

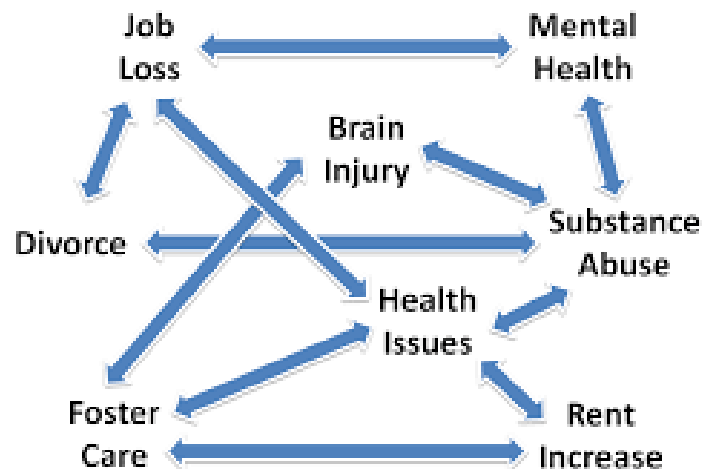
# PART 1 | THE NEED

Here at the Inn, we also see cases of **chronic or generational homelessness**. Most often, it begins in children who first experience homelessness as a member of a homeless family. The child lacks the opportunity to establish skills and experience the socialization that leads to self-sufficiency.

When the child becomes a teen, many times the family “releases” him or her to make it on their own. These youth are thrust into an adult world prematurely, before they learn the skills they need to survive ... from basic tasks like how to do laundry to more complex ones like vocational training. They repeat the cycle of their family, living in chronic homelessness.



IT'S ESTIMATED THAT ABOUT **10 TO 15%** OF ALL PEOPLE WHO ENTER HOMELESSNESS WILL EXPERIENCE **CHRONIC HOMELESSNESS**





# PART 1 | THE NEED

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## WHY WE'RE UNIQUE

Right now, other area homeless service providers are primarily emergency shelter facilities, giving the homeless a few nights of respite. Others offer meals during the day or a food pantry, meeting a single, immediate need. Still others provide clothing, hygiene products, and other basic necessities.

**However, The Samaritan Inn is Collin County's only comprehensive shelter with a broad offering of programs to get families back on their feet.** We provide a holistic, permanent solution for individuals and families by addressing and helping navigate solutions to solving the root causes of their homelessness.

And we walk beside our residents every step of the way, from the moment they enter our doors through future employment, the development of financial stability, and the acquisition and maintenance of permanent housing.

The Samaritan Inn is here **to help willing people gain dignity and independence**, addressing the causes of homelessness on an individual and community basis. Regardless of the cause, we help move families from a surviving to thriving--experiencing healthy growth, normalcy, and security in their everyday life.

*“It’s heartbreaking- there are so many people living here in North Texas that are one crisis away from being homeless and many of those are headed by single mothers.”*

**-- The Samaritan Inn Staff**



## **PART 2 | OUR STRATEGY**



## PART 2 | OUR STRATEGY

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Here at The Samaritan Inn, we define homelessness simply as **any individual or family who lacks a fixed, regular, and adequate nighttime residence**. However, simple as the definition might be, solving the problem of homelessness requires a comprehensive yet individualized structured approach.

**We begin with a carefully designed intake and assessment process, ensuring that the residents we accept are truly interested in long-term success.** For that reason, we do not offer emergency shelter. Our caseworkers look for individuals and families who are willing to work inside a high level of accountability and responsibility and are willing and physically able to work in full-time employment.

Along the same lines, we cannot accept applicants with a history of violence or currently struggling with a drug/alcohol addiction, instead referring them to facilities that specialize in those issues.

Once we determine that an applicant fits our stringent criteria, he or she enters into our structured program. **Our ultimate goal is to move the individual or family from a situation of immediate need to a bright, self-sufficient future.**



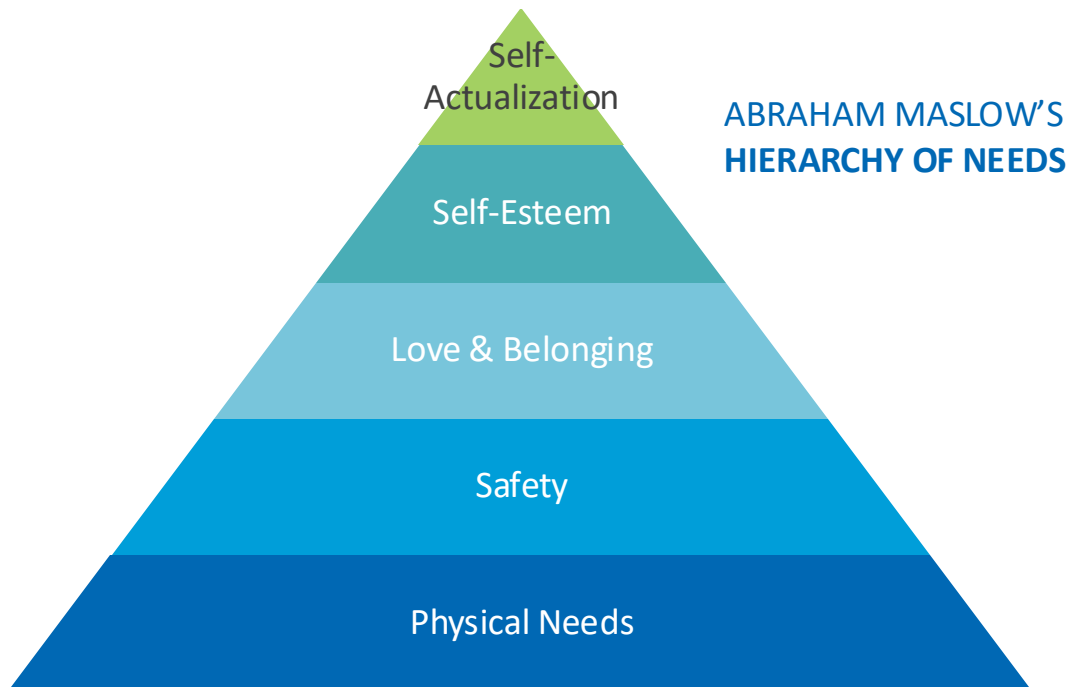
“The programs of The Samaritan Inn are designed to guide our residents to a place of permanent independence, not put a temporary Band-Aid over the problem.”

## PART 2 | OUR STRATEGY

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### WHY WE DO WHAT WE DO

Abraham Maslow's Hierarchy of Needs provides a helpful framework that expresses how our physical, mental, emotional, and psychological needs relate to one another. The most basic needs must be met before the individual can focus on higher levels. That's why we believe that applying this framework to the problem of homelessness results in a holistic, effective solution.



**Physical survival needs must be met first**, before the individual can focus on anything else. That's why our holistic program begins by addressing an individual's most basic needs, providing a secure, clean place to live, nutritious food, clothing, hygiene items, children and infant supplies, on-site laundry, and other daily essentials at no cost.

**Next, we focus on safety**, creating a sense of personal and economic security with long-term housing, daily structure, regular medical care, and children's day care. Unlike most other area facilities that only focus on emergency shelter, our comprehensive program means residents know where they will sleep tomorrow, they will have enough to eat, and they can feel secure today and in the future.

Our Pet Project even provides on-site kennels, pet food, and veterinary care, allowing residents to bring their canine pets when they enter our program rather than leave their much-loved companions.

We give each resident the opportunity to take a deep breath and move out of emergency mode. Within this nurturing environment, **professional caseworkers assess each resident, taking into account his or her personal needs to develop an action plan** with the ultimate goal of self-sufficiency and independence. This is also the time when both the resident and caseworker determine if our program will be a good fit.

## PART 2 | OUR STRATEGY

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Then, **we begin to address the need for love and belonging.** Our professional counselors work with each resident, dealing with emotional and psychological issues that hinder relationships, and psychoeducational groups providing group support. Volunteers and staff at The Inn also provide a full-range of resident activities that create a warm and welcoming space--- a place to belong.

**Residents live in community with all of the other families here,** eating together, taking classes together, doing chores together. Children have the chance to play and make friends. Everyone is included in our social support system ... and everyone is held accountable to the requirements of our program within our environment.

**The fourth key need is self-esteem, which we help every resident build** through key Samaritan Inn resources, from parenting classes to vocational training, financial literacy and accountability to job readiness. With every achievement, the resident feels a sense of accomplishment and personal pride ... *some for the very first time.*

A resident graduates from The Inn when he or she has stable, **full-time employment, has personal savings, has completed all of our life-skills training, and secured housing.**

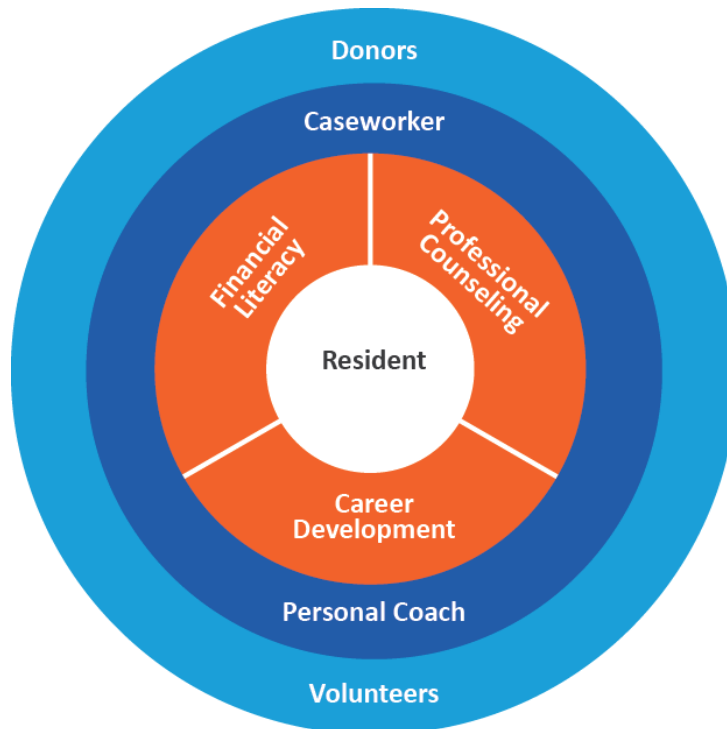
**Our highest goal for every resident is Maslow's final need: self-actualization, when a resident is able to discover and reach his or her true potential. We utilize a self-sufficiency matrix (SSOM) to evaluate each resident in seventeen areas of life (e.g. financial, physical health, transportation, credit, etc.). A graduate is someone who has increased their SSOM score by a minimum of 6 points (from program entry to completion).**

Our counselors and caseworkers work hard to help our residents develop the internal motivation they need to continue achieving their goals, even after they graduate and leave The Inn. That's why **we continue to offer support even beyond graduation,** providing housing assistance—many are in our Gateway apartments with subsidized rent—as well as case management to help them adjust to independent living responsibilities, build a healthy credit history, and ensure permanent independence.

**Ultimately, we help every resident move out of crisis mode, develop the skills they need to be successful, and build a stable, fulfilling new life!**

### HOW WE DO WHAT WE DO

Our comprehensive program is built around **four key pillars: Case Management, Counseling, Financial Literacy, and Career Development.**



First, **each resident is assigned to a *caseworker* who serves as a personal coach**, developing trust and coordinating all resources. He or she becomes an educator, mentor, goal setter, helper, advisor, and friend ... breaking down what can be an overwhelming process into manageable pieces.

Full-time caseworkers at The Inn meet with their residents every week, providing accountability, structure, and emotional support. They also deal with specific, individual needs along the way, from simple skills such as how to complete chores to more complex issues like how to best access support within structured environments.

Overall, the caseworker will take the resident from emergency needs all the way through to graduation and beyond.

## PART 2 | OUR STRATEGY

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Right now, each Samaritan Inn caseworker is handling the maximum caseload for effective case management at our level of service

Next, **every Samaritan Inn resident is assigned to a *Counselor***. Our staff counselors are licensed by the state of Texas to utilize mental health counseling and clinical interventions. Our counselors each hold a Master's degree and are specially trained across the mental health disciplines affecting our residents, from marriage and family counseling to addiction to medication management for mental health issues.

### The counselors' responsibilities include:

- Individual crisis counseling
- Mental health assessment
- Marriage counseling
- Parenting guidance
- Relationship building
- Conflict resolution
- Child counseling
- Referrals to other agencies/services including medication management
- Creation of individualized treatment plan with measureable goals
- Monitoring progress/counseling outcomes

Our Lead Counselor is also licensed to oversee the supervision of Master's level student interns who help round out the team necessary to counsel over 100 individuals.

In summary, our counselors develop an individualized treatment plan with the goal of supporting homeless residents emotionally. They dig into and address every obstacle contributing to a resident's homelessness.

## PART 2 | OUR STRATEGY

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**Our counselors are uniquely effective because they work hand-in-hand with the caseworkers.** They receive constant feedback about how the resident is doing within the community, applying his or her newly gained knowledge and skills, developing relationships, and progressing toward graduation.

**We also developed our Pet Project to contribute to our residents' emotional health. The Samaritan Inn is one of the few shelters in North Texas that allows residents to keep their dogs.** Many homeless people choose to live on the streets or in their cars so they can keep their lifelong companions. By offering on-site kennels, free pet food, and more, we keep these "families" together.

**The third key element of our comprehensive program is *Financial Education*.** Residents must attend required classes to learn critical skills such as budgeting, stewardship, the importance of good credit, and saving for the future. Samaritan Inn courses are based on a number of financial empowerment tools including curriculum from the National Financial Educational Council (NFEC), the Consumer Financial Protection Bureau (CFPB), and expertise from the Samaritan Inn's staff and volunteers.

Our caseworkers tailor a specific plan to each resident, holding him or her accountable through monitoring bank statements, debt repayment, and more. **Highly qualified volunteers teach our four-part financial empowerment program. Topics include: the emotional aspects of money, income/spending, credit, budgeting, and taxes.**

**Volunteer mentors are also paired with each resident** --helping residents learn to achieve lifelong financial stability.

Before "graduation", **every resident strives to save a "nest egg" based upon their budgetary plans which often is \$2000 or more to demonstrate financial competency and as a safety net for future needs.**

A financial assessment tool (Financial Capability Score) is used (both pre- and post-) to gauge financial behaviors and self-perception of goals in 8 assessment areas: budgeting and planning, financial confidence, spending, and financial responsibility. to track progress and improvement of each individual resident.



## PART 2 | OUR STRATEGY

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**Finally, our staff and volunteers guide residents through *Career Development***, which includes vocational and job readiness training, job search and placement, soft-skills training, GED tutoring and completion, and preparation for continued education.

We also teach residents how to dress and groom themselves for success and connect them with volunteers from the Inn's Career Closet providing professional apparel and work-related clothing for job interviews and later employment. Together, we develop résumés and references, in addition to practicing interviewing skills.

**We also have a large network of community and corporate partnerships allowing us to offer unique services to our residents.** These organizations provide monetary donations, in-kind goods and services, special events and donation drive sponsorship and group volunteerism. Key partners include Ace Fence, Advantage Storage, Brandon Tomes Subaru, Capital One, Cornwell Jackson CPAs, and SRS Raise the Roof Foundation.

**The Inn also partners with a variety of education partners. These entities include Colling College, Frisco Independent School District, McKinney Independent School District, and Plano Independent School District.**

Other business partners such as UPS, Walmart, Sam's Club, Encore Wire, and Globe Life step in to hire our residents, giving them a chance they may not otherwise receive elsewhere. It is especially difficult for our formerly incarcerated residents, and the opportunity our partners provide is absolutely essential to long-term success.

**Ultimately, every resident must gain and hold steady employment prior to graduation.**

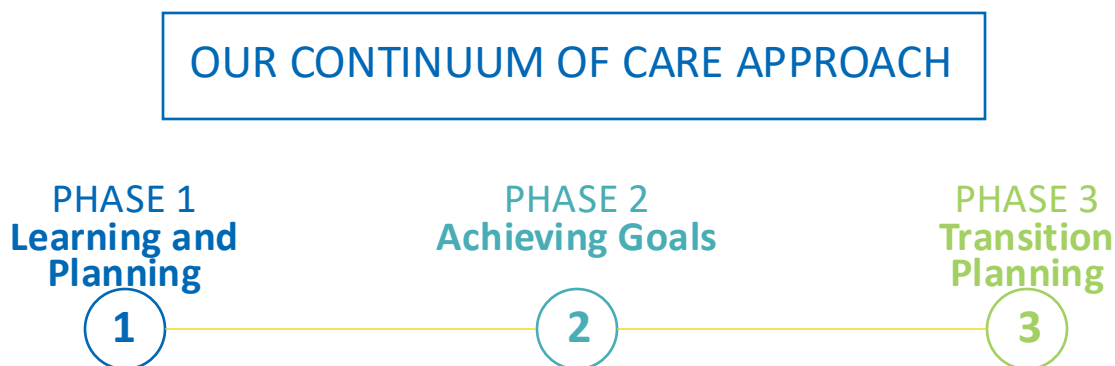
# PART 2 | OUR STRATEGY

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## OUR CONTINUUM OF CARE

Our residents move through each of these four elements in a **phased approach, managed individually by a caseworker**. This **continuum of care is essential** in order to reduce barriers, coordinate and improve existing services, and develop new programs that improve the availability, quality, and comprehensiveness of our services.

By responding collaboratively to address the multiple needs of the homeless, we are able to utilize our limited resources more effectively.



### During EVERY Phase

During each phase of the Inn's program (as described below) residents are required to do the following:

- Meet with the resident's caseworker weekly
- Attend the weekly resident meetings
- Complete the assigned daily chore(s)
- Follow established rules and guidelines
- Attend counseling sessions as agreed upon

### Program Assessment and Triage (PAT)

This preparatory phase covers the first 30 days of living at The Samaritan Inn. It provides an opportunity for new residents to acclimate to the community-living environment, make arrangements for resident children (e.g. school, daycare, etc.) and allows staff to complete assessments and begin the development of an individualized plan.

- Attend New Resident Orientation (NRO)
- Attend first meeting with resident's caseworker
- Attend first counseling session
- Meet with the Career Development Coordinator to determine best pathway to employment success

- Meet with the Inn's Financial Education Coordinator to determine the best pathway to financial stability
- Meet with Child Advocate, if applicable
- Enroll children in schools and/or apply for childcare assistance if needed
- Update children's immunizations, if necessary

## **PHASE 1: Learning and Planning**

### **Phase 1 is all about learning and planning**

On day 30 we begin to track each resident's program progress and begin setting and achieving goals. Choosing a path to success and completing the first steps are key to this phase:

- Complete both Career Development and Financial Education expectations
- Secure a full-time job and provide a month's worth of paystubs (minimum)
- Provide proof of checking account
- Complete housing barriers inventory with caseworker

## **PHASE 2: ACHIEVING GOALS**

### **Phase 2 is about achieving goals.**

In Phase 2 our residents focus on their continued progress toward independence by remaining employed and developing a positive relationship with their employer while also building their savings and making plans to pay down debt. This phase also included work on achieving personal goals and overcoming barriers to independence.

- Provide proof of savings account and regular account balance statements indicating achievement of savings goals as determined by resident's individual budget plan
- Continued proof of checking account and employment pay stubs
- Evaluate the possibility of Gateway residency and begin application, if applicable
- Any job loss or change in job results in returning to Phase 1

## **PHASE 3: TRANSITION PLANNING**

**This final phase is focused on the resident's transition from the shelter to independence.** It last approximately 8 weeks.

- Continue full-time employment
- Continue turning in paystubs, checking and savings account balances
- Attend Budget Lab- Exit Strategy
- Caseworker meetings begin an every-other-week frequency during this phase
- Drastic changes in savings or job change may result in dropping to a lower phase and could possibly lead to an exit from the program
- Obtain and prepare for move into independent housing

**Once all these goals are met, it's graduation time!**

**We don't stop with graduation**—our involvement continues for as long as it takes **to transition residents to life** after their time with us, ensuring that they are able to continue on the right path.

# OUR IMPACT

## OUR IMPACT

*“We appreciate all of the love and blessings we received this past year because of your organization, staff, donations, and volunteers. You were all such a large part of our year and we absolutely would not have survived this year without you. Thank you for everything.”*

—a 2021 Family Resident

Our solution is working! In the past year at The Samaritan Inn:



Every statistic represents a life changed ...  
needs met ... a family restored ... a bright future!

## PART 2 | OUR STRATEGY

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*“Great communities are built through organizations like The Samaritan Inn that provide a ‘hand up’ to those who have fallen on difficult times. ... We hope their services can be expanded so our shared vision of providing a high quality of life for all our citizens can be achieved. —Harry LaRosiliere, Former Mayor of Plano, TX*



***Housing people without support services simply does not work.  
Even the evidence-based practice of Housing First  
recognizes the limitation of housing only.***

***With an approach that provides case management, financial  
management, as well as assistance with job search, transportation,  
food and clothing, individuals and families can reach a level of stability  
to return to self sufficiency and become an integral and  
valued part of the community fabric.***

## A LIFE CHANGED | Kimbre



No parent wants to tell their child that they have to lose their home—the embodiment of safety, protection, and stability. But for Kimbre, a single mother with two teenage sons, the unthinkable became a terrible reality. After losing her home and fleeing an unsafe family situation, she and her boys ended up living in a hotel in North Texas when she finally sought help at the Inn in late 2019.

As Kimbre discovered when she and her sons arrived at the Inn’s doorstep, the shelter’s Family Foundations program is an invaluable safety net for struggling parents. “Everything that I was stressed out about, once I got here there was no longer that stress,” she says.

Bolstered by the extra counseling and wrap-around services that the Inn provides, Kimbre was able to cultivate her coping abilities, develop her job skills, and build savings—all while her kids received critical support, including virtual learning services at the beginning of the school year and assistance with landing valuable scholarships. After a long-term stay of more than a year, Kimbre graduated the program in November 2020 following significant improvements in nearly every facet of self-sufficiency. She’s found a stable job in banking and permanent, private housing where she and her boys can flourish.

“We truly appreciate the program,” Kimbre affirms. “From the intake, to the food, the buses getting my kids to school, to all the classes and counseling ... everything has allowed us to be ten steps ahead of where we were.”

## A FAMILY RESCUED | Andrea

In summer 2020, Andrea—a single mother of five—was just starting to get her life back on track. After ending a volatile relationship and completing court-mandated rehabilitation, she was intent on making a fresh start for her family in North Texas. There, she planned to live with her mother who had been taking care of her three oldest children. But when that plan unexpectedly fell through, Andrea and her kids found themselves adrift in a new state with nowhere to go.



Desperate to remain near her mother and older children, Andrea sought refuge at The Samaritan Inn, where she was admitted to a private family room. The Inn’s team of caseworkers, counselors, and specialists immediately began connecting Andrea and her family to the essential services they needed to stabilize: childcare and school support, counseling services, career development and financial classes, and employment assistance. With the support of the Inn’s vast network of resources, advocacy, direct case management, education, and aid, Andrea began rebuilding her hopes and plans for the future.

Thanks to the opportunities and programs provided at the Inn, all of her hard work paid off. During her family’s nearly year-long stay at the shelter, Andrea gained employment, built savings of more than \$10,000, and achieved significant improvement within multiple areas that impacted her ability to be self-sufficient in a positive way.

Ultimately, Andrea reached the milestones required to graduate from the program in August 2021 and qualify for the Inn’s Gateway Apartments program, which provides a furnished apartment, an 18-month lease with subsidized rent, and ongoing case management and counseling support. Today, Andrea continues to work towards her long-term goals for permanent housing and re-launching the long-hoped-for fresh start for her family.

## A FUTURE TRANSFORMED | The Hopes



In early 2020, Jeffrey and Stephani—a middle class couple from McKinney, Texas—were living with their 6-year-old daughter in a friend’s converted garage after being evicted from their rental home. Jeffrey had lost his position as a gym manager and was struggling to find a job when an unexpected illness landed him in the hospital.

Then the pandemic hit and the family’s already tenuous situation quickly deteriorated: Jeffrey’s car was repossessed, his job prospects dried up, and their savings were demolished by rising medical bills. Then, their living arrangement soured as they became unable to pay rent to their friend.

Despite not knowing what to expect, the struggling family took a chance and applied for a family room at the Inn and were accepted that same day. They quickly began adjusting to life at the shelter, setting personal goals with the help of their assigned caseworker and counselor. They also began laying the groundwork for regaining self-sufficiency by attending financial literacy and job readiness courses. Their daughter also received vital support from the Inn’s Family Foundations program, which provided babysitting services, facilitated distance learning during school closures due to COVID-19 and provided recreational and life-enriching activities to aid in her development.

Now, after several months of living at the Inn, Jeffrey and Stephani’s future is looking brighter. They have attained stable jobs with higher pay and begun practicing the budgeting and savings techniques they’ve learned. The family was able to move out and get their own apartment and they are well on their way to achieving this next step on their road to independence.





# The Samaritan Inn

HOPE FOR THE HOMELESS

*Thank you!*

[www.Saminn.org](http://www.Saminn.org)

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