



JOSEPH'S JOURNEY

Cleveland Bridge Builders Chooses Joseph's Home for Leadership Project

PROFESSIONALS DONATE TIME AND TALENT TO MAKE RECOMMENDATIONS FOR WORKPLACE ENHANCEMENTS



In November 2020, Cleveland Bridge Builders selected Joseph's Home as one of six nonprofit organizations to support with a Leadership Action Project. A team

of professionals participating in the career-building program spent several months evaluating the work environment at Joseph's Home. Their objective was to help enhance efforts to retain, develop, recruit and promote a diverse staff, and to make recommendations for achieving the goal of providing a more supportive, enjoyable workplace and a more equitable organizational culture.

“Having this kind of expertise at no cost is a wonderful gift. We are grateful that Cleveland Bridge Builders chose us as one of only a handful of nonprofits to receive their contribution of time and talent.”

– Joseph's Home Executive Director Beth Graham.

Cleveland Bridge Builders (CBB), which is part of the Cleveland Leadership Center, is a launch pad for mid-career professionals that prepares them for a greater role in the community by fostering teamwork, growth and learning. Leadership Action Projects (LAP) serve as a team-based learning lab where professionals can apply newly learned

skills and approaches to collaborative leadership to assist a local community organization, like Joseph's Home.

The CBB team primarily focused on two employee positions that provide incredibly valuable direct client service—resident support associates and peer recovery specialists. These positions have the potential for high rates of burnout, which can result in greater turnover, position vacancies and an overworked staff. Joseph's Home also has a diverse staff, including people of color, older adults and people with lived experience of homelessness, behavioral health issues and/or substance use issues. This results in unique strengths in service delivery, but can also create unique challenges.

With all of these challenges in mind, the team from CBB embarked on a several month collaboration with Joseph's Home leadership. Working closely with Executive Director Beth Graham and Operations Coordinator Al Gibson, the group gathered general data to learn more about Joseph's Home; gathered internal documents, such as job descriptions and annual budget information; interviewed staff and leadership to understand the challenges that may impact different roles at Joseph's Home; met with leadership of external organizations that provide similar services to the population experiencing homelessness; and spoke to representatives from College Now and Towards Employment to discuss potential opportunities to create a partnership to help current

Continued on page 3

Your support of Joseph's Home will help men without resources recover their health and return to permanent housing. Please send your gift today or donate online at josephshome.com.

Hope is all around us.

A MESSAGE FROM THE JOSEPH'S HOME EXECUTIVE DIRECTOR



I am writing this on World Mental Health Day (October 10, 2021), and my thoughts have turned to hope. Since I started at Joseph's Home a little over a year and a half ago, my appreciation of the importance of hope has grown tremendously. I have learned more about how hope helps us see the possibilities of a better future, giving us motivation. Though related to optimism, I have grown to understand that hope is more action oriented, about making goals and a plan to get to a better place. And, our instinct that hope is a good thing has been proven. Research has shown that hope is associated with greater happiness and reduced depression, stress and anxiety.

While hope does not have any relation to income or other status, racism and inequities can make it hard to be hopeful. I have witnessed the despair our residents can feel when they cannot find hope in themselves, in faith or in others. But, importantly, I have also seen them regain their hope, and when they do, it fuels them to keep going no matter how difficult. Hope is light in the darkness—not only providing illumination but also pointing out a path forward. Therefore, a critical aspect of our work involves building or restoring hope. We do this by reminding our residents of their value and what they have achieved, celebrating even small successes, and helping them envision multiple ways to overcome obstacles. Researchers have found that social support—having people you can count on—is an important ingredient in maintaining hope.

In this newsletter, you will be introduced to our newest peer recovery specialist and how she brings hope to our residents. You will also learn about the work that Joseph's Home is doing to appropriately compensate, value and support our staff—lifting up our hope builders. And, you will read about Mary's Home, our mission to bring hope, healing and housing to medically fragile women experiencing homelessness.

Did you know that you are a hope builder, too? Your generosity not only makes our ministry possible, it inspires us to do more each and every day to create a future without homelessness.

Yours in Mission,

A handwritten signature in blue ink that reads "Beth Graham". The signature is fluid and cursive.

BETH GRAHAM, Executive Director, Joseph's Home

Joseph's Home Board of Directors

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Sisters of Charity of St. Augustine*

*Lisa Zimmerman
Director of Global Business Operations,
Quadax, Inc.*



Cleveland Bridge Builders Class of 2021

BRIDGE BUILDERS *cont. from page 1*

employees reach employment goals within Joseph’s Home.

The LAP project resulted in a written report and presentation to the Joseph’s Home Board of Directors and staff recommending short-, intermediate- and longer-term steps that Joseph’s Home could take to ensure that direct service staff feel valued and to maintain a full staff that is well trained and supported with their career goals. The recommendations included:

- Hiring practices
- Compensation and benefits
- Emotional support and stress management
- Staff appreciation and transparency
- Professional development and training
- Career advancement

Joseph’s Home has started to implement several recommendations. Already, there is a Joseph’s Home staff member participating in the College Now program with the goal to obtain an Associate of Applied Science Degree in Human Services. In addition, the leadership of Joseph’s Home decided to establish a minimum base wage of \$15 an hour so that all staff of Joseph’s Home, and soon, Mary’s Home, earn a living wage. With the MetroHealth Center for Resilience, Joseph’s Home staff will build their own resilience to primary and secondary

trauma they may experience through their direct service work. Other items under consideration include modifying tuition reimbursement to tuition assistance, establishing a safe place for staff to take a break during the workday and more.

Through the course of their project, the LAP group found that Joseph’s Home is a valuable and unique asset to the community, providing a much-needed service for people experiencing homelessness. In order to best provide this service and in alignment with a commitment to diversity, equity and inclusion, Joseph’s Home leadership is dedicated to caring for its staff so they may best serve residents and alumni.

“Our LAP project team was honored to work with Joseph’s Home leadership and staff,” said Erin Gay Miyoshi, Ursuline College director of development and 2021 Cleveland Bridge Builders class member. “This project really opened our eyes to the important role that Joseph’s Home fills in assisting some of the most vulnerable members of our community with a path toward housing stability. During our interviews, the biggest takeaway was how dedicated the staff is to the mission.” ♦

A Joseph’s Home staff member serves lunch to residents, playing a critical role in providing quality, compassionate care.

Thank You Cleveland Bridge Builders

Special thanks to the members of the Cleveland Bridge Builders Leadership Action Project for their help designing a plan to better recruit, retain, compensate, show appreciation to and develop Joseph’s Home staff.

- Alison Black,**
America SCORES Cleveland
- Danielle Crawford,**
United Way of Greater Cleveland
- Eric Daniel,** *Thompson Hine LLP*
- Marlee Poitinger Gannon,**
Oatey Company
- Ellen Grevey,**
CSU Cleveland Marshall College of Law
- Courtney Mickens,** *City Year Cleveland*
- Erin Gay Miyoshi,** *Ursuline College*
- Angel Rice,** *Cohen & Company, Ltd.*





Crews work to install new windows for Mary's Home, replacing the windows that were original to the building.

Mary's Home Campaign Update

With the help of many generous and outstanding supporters, the Mary's Home Capital Campaign has reached, and exceeded, its \$1.3 million goal!

During a global pandemic, Joseph's Home donors, staff, volunteer leaders and board members met over Zoom to raise the funds needed to renovate the Mary's Home building and prepare it for serving women experiencing homelessness who desperately needed a place to safely recuperate from serious medical conditions. It is with great pleasure and deepest gratitude that we thank the donors to the Mary's Home Capital Campaign for their extraordinary contributions and support, which has resulted in more than \$1.5 million raised.

Construction is nearly complete. Enjoy the photos on this spread of some of

the work that has taken place over the summer. The renovation project is expected to be complete by early November. Thank you to Bialosky Associates and Regency Construction for their tireless work carrying out the renovation, and for their incredible work with Joseph's Home staff, board and campaign donors.

Over the course of the next few months, Joseph's Home staff is finalizing policies and procedures for Mary's Home, furnishing the building and preparing the facility for residents, hiring new staff, and collaborating with other service providers to begin the referral process. As of this newsletter, the project is on track to open its doors to women in December 2021.

"We are thrilled to open the doors to women this year and have many people to thank for this. In particular, Joseph's Home would like to extend its sincere and eternal gratitude to the Sisters of Charity of St. Augustine for their faithful leadership and vision that

set the foundation for this expansion of our ministry," said Executive Director Beth Graham. "In addition, we extend our warmest and heartfelt gratitude to the Mary's Home Capital Campaign Committee led by Campaign Committee Chair Jeanne Colleran Weaver and Honorary Chair Sister Joan Gallagher, CSA, both of whom provided outstanding leadership and expertise."

The following capital campaign committee members dedicated incredibly valuable time, passion and resources to the Mary's Home campaign, fueled by the vision of the Sisters of Charity of St. Augustine and an inspiration to serve those in need:

*Jeanne Colleran Weaver, PhD
Kristine Adams, MSN CNP
Bill Denihan
Mary Denihan
Lorraine Dodero
Sr. Joan Gallagher, CSA
Richard C. Gallagher
Natoya Walker-Minor
Lisa Zimmerman, PMP*

Stay updated on the progress of Mary's Home opening by following us on Facebook and Instagram – @JosephsHomeOH – and signing up for our e-newsletter at www.josephshome.com. ♦



From top left to bottom right: A group of Sisters of Charity of St. Augustine pause for a photo during their hard hat tour of Mary's Home under renovation; Resident rooms take shape; New light fixtures have been installed to provide a safe, comfortable environment; Kevin Gallagher, Sr. Joan and Rich Gallagher; Doors are prepared for installation with a fresh coat of paint and refreshed hardware.

LEAVE A MEANINGFUL LEGACY

Make a Contribution that Will Serve People in Need for Years to Come—and Provide Potential Tax Benefits

As stewards of the legacy of care and compassion established by the Sisters of Charity of St. Augustine, Joseph's Home and Mary's Home aim to serve those most vulnerable and in need of care. As our organization expands to serve women experiencing homelessness, we will be serving double the number of people in need. Through this transformation, Joseph's Home and Mary's Home will be focused on building up the sustainability of our programs and the legacy of the Sisters of Charity of St. Augustine.

You can help ensure this legacy of compassionate, faith-based care at Joseph's Home and Mary's Home continues for years to come by including

Joseph's Home and Mary's Home in your estate plans, which might also offer a number of tax benefits. By designating Joseph's Home and Mary's Home as a beneficiary of your estate, trust, individual retirement accounts, life insurance or other financial accounts, you will be leaving a legacy of care that will have a profound and meaningful impact for years to come and will honor the everlasting kindness and vision of the Sisters of Charity of St. Augustine.

If you're over the age of 70½, you can turn a taxable IRA distribution into a qualified charitable distribution to a charity for a unique tax-saving opportunity. We encourage you to consult with an estate planning professional or financial advisor to evaluate tax and financial planning strategies.

The proper beneficiary designation is:

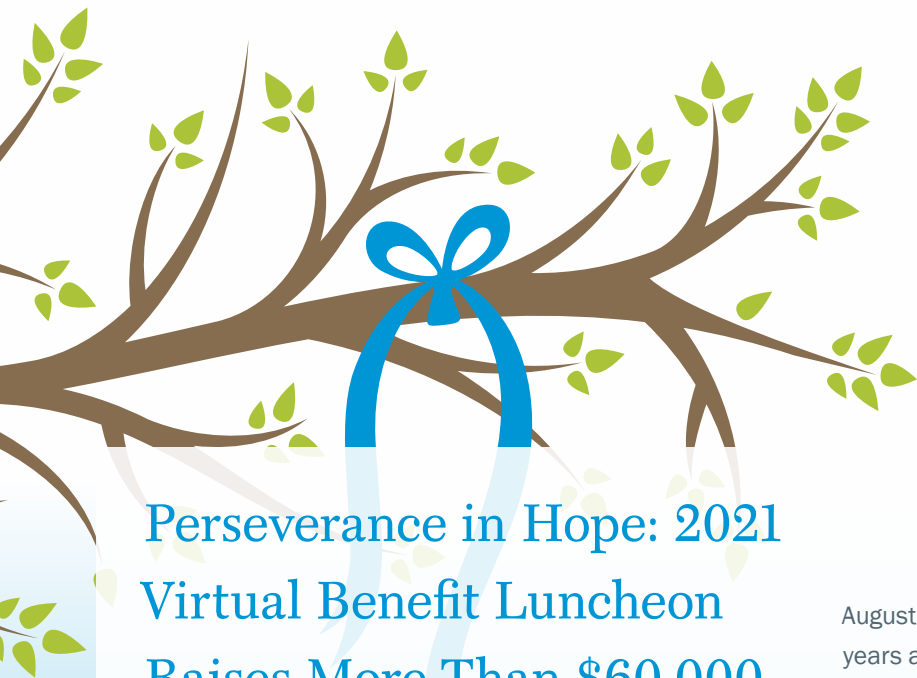
**Joseph's Home
2412 Community College Avenue,
Cleveland, OH 44115**

Tax ID Number: 34-1901676

It is important that you inform us if you have already included Joseph's Home in your charitable giving plans so we can work with you to designate your gift where it is most meaningful, express our eternal gratitude, and plan for the future of Joseph's Home and Mary's Home.

If you have any questions or have already included Joseph's Home and Mary's Home in your charitable giving plans, please contact us at 216.685.1551 or info@josephshome.com for more information.

Thank you!



Perseverance in Hope: 2021 Virtual Benefit Luncheon Raises More Than \$60,000

Perseverance in Hope, the Joseph's Home Benefit Luncheon, is an annual event that celebrates the remarkable healing and achievements of the medically fragile people experiencing homelessness who have stabilized their health and transformed their lives at Joseph's Home. The 2021 benefit was hosted virtually again this year and was broadcast live on September 28. The goal of the event is to raise awareness of this vital ministry and critical funds needed to support the complex needs of the men Joseph's Home serves and the women Mary's Home will serve beginning later this year.

Dan Moulthrop, CEO of the City Club of Cleveland, again served as the emcee. It was an honor to have G. Robert ("Bobby") Watts, MPH, as the keynote speaker. Bobby Watts is the chief executive officer of the National Health Care for the Homeless Council, which supports the 300 federally funded Health Care for the Homeless programs and 100 Medical Respite programs with training, technical assistance, sharing of best practices, research, publications, and an active policy and advocacy program working to eliminate homelessness.

"For 20 years day in and day out, Joseph's Home has been effectively meeting the medical needs of people experiencing homelessness. I can say from my experience of working with 100 medical respite programs across the country, I can say without reservation, that Cleveland is blessed to have Joseph's Home and soon, Mary's Home, in your city," said Bobby.

Bobby also expressed his love for the theme of perseverance in hope and how the Joseph's Home ministry embodies the concept "which the Sisters of Charity of St.



Joseph's Home extends extra special thanks to keynote speaker Bobby Watts (left), emcee extraordinaire Dan Moulthrop (right) and the brilliant City Club of Cleveland team, Malia and Refresh Collective, the award winners, featured staff and board members, sponsors, and the more than 100 friends and supporters in attendance who helped make the event so special!

Augustine and Joseph's Home exemplify. Three thousand years ago, King Solomon said that 'hope deferred makes the heart sick but a dream fulfilled is a tree of life.'"

The featured performer was Malia, a student from Refresh Collective who shared her verse of a song written, produced and performed by her and her peers. In addition, Kevin Gallagher was recognized with the David Henderson Memorial Award presented by his aunt and the first executive director of Joseph's Home, Sr. Joan Gallagher, CSA. The Cuyahoga County Office of Homeless Services was honored with the Dream Team Partner Award.

"There is no way we could do this work alone. We are truly fortunate to have wonderful partners who share our mission and heart for service. Joseph's Home and the Sisters of Charity have been valuable and long-time partners in this work. We are truly inspired by your dedication and steadfast commitment to serving 'the least among us,' including those who are homeless." – Melissa Sirak, Program Director, Cuyahoga County Office of Homeless Services

"There's a phrase out there that says 'it takes a village.' It takes all of us—the donors and the staff alike—to make this organization happen and be successful. I feel like this award is not just for donors, but also for the people who put their time and effort into Joseph's Home and Mary's Home."

– Kevin Gallagher, recipient of the David Henderson Memorial Award

Watch the Perseverance in Hope Luncheon

Thank you to everyone whose participation and support made the 2021 Perseverance in Hope Luncheon a success. To view the recording of this year's event, please visit www.josephshome.com/events/luncheon. ♦

WELCOME



New Staff Member: Robin Defleice

PEER RECOVERY SPECIALIST

In July, Joseph’s Home welcomed its newest staff person, Peer Recovery Specialist Robin Defleice. Robin recently introduced herself and shared her thoughts about her new role.

Q: Can you introduce yourself?

A: I am Robin Defleice and I am a new peer recovery specialist on staff for Joseph’s Home. Previously, I served as a peer recovery supporter

at Recovery Resources. Specifically, I worked at Monarch House, which serves women in substance use treatment and transitional housing. I also served as an administrative assistant at Recovery Resources.

I am working on my bachelor’s degree in human resources at Southern New Hampshire University.

I also hold a state certification in Peer Recovery, am a registered Chemical Dependency Counselor Assistant (CDCA) with the State of Ohio, and have an associate’s degree.

Q: What is most challenging about being a peer recovery specialist?

A: The most challenging part is motivating those that have maybe lost hope and helping them realize

that they need to participate in their own life. I have to remind myself that I don’t know where this person is coming from or what traumas they may be carrying. I have to realize that they may have been stopped or lost hope so many times and there’s been no hope to hold onto.

Q: What is most rewarding about being a peer recovery specialist?

A: Even though I have been at Joseph’s Home a short time, I have been able to do quite a bit. The most rewarding part is getting the resources that each individual needs and is looking for. If I am able to help a person register for My Chart [Cleveland Clinic], or schedule an appointment, or get them a

Continued on page 8

NEWS BRIEFS & NOTES



November 30 Donate During We Give Catholic Day of Giving

Save the Date! #WeGiveCatholic is November 30. Support Joseph’s Home and Mary’s Home during this one-day giving event that provides Catholic schools, parishes, Catholic Charities sites/programs, special ministries and nonprofits affiliated with the Catholic Diocese of Cleveland the opportunity to raise awareness and funds. Last year, Joseph’s Home raised more than \$30,000 on this day of giving.

This year, we will be raising vital operating funds needed to support the women experiencing homelessness that we will serve at Mary’s Home later this year. Visit the WeGiveCatholic.org website on November 30, click on Search Organizations and type in Josephs Home, or visit www.wegivecatholic.org/organization/josephshome.

Interested in making an offline donation or spreading the word? Contact us at info@josephshome.com or 216.685.1551 to make an offline donation or to become a peer-to-peer fundraiser. Stay tuned for more information on the Joseph’s Home Facebook and Instagram pages.



JOSEPH'S HOME

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WELCOME *cont. from page 7*



Robin DeFleice, peer recovery specialist

telephone, anything like that, it is so rewarding because it begins to restore some of the hope they may have lost.

Q: What have you learned from the staff or the residents so far from working at Joseph's Home?

A: I have learned a lot from my coworker and fellow peer recovery specialist, Derek. He has such an inside scoop because he is an alumnus and has worked for Joseph's Home in two different roles. Learning the compassion that all the staff has—that is the main thing I have learned.

I have also learned how much hard

work a housing search can take because of the barriers to housing our clients face, and I have learned a lot about the medical conditions our clients are facing.

I've also learned that it's really the staff that makes the difference. Here, they have allowed me to come in and see the problems and just do what I think should be done. I am very thankful for Beth and Raven to allow me to just "go for it" and try to make a difference.

Welcome and thank you for your great work at Joseph's Home, Robin!

IT IS OUR MISSION ::

Joseph's Home, a ministry of the Sisters of Charity Health System, provides a nurturing, caring environment for men without resources who have acute medical needs, helping them heal and achieve independence.



JOSEPH'S HOME