

OPERATION STAND DOWN NASHVILLE, Inc.
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ANNUAL REPORT FOR 2003

2003 was a year of expansion and success for Operation Stand Down Nashville, Inc, (OSDN). All board members, staff and supporters should be proud of their part in ensuring that America's veterans on the streets are not forgotten and have an avenue available to assist them in returning to being productive members of their communities.

Staff: OSDN is now able to reach out to more veterans due in part to a staffing increase from 7 to 13 full time plus 12 part-time positions.

Additional staffing includes:

§ Customer Service Representative/Bookkeeper. In addition to additional customer service, this position is converting our manual finance system to an automated system. The conversion will be completed during 2004.

§ Transitional Housing Program (THP) Administrative Assistant. Addition of this position has given the Case Manager more time for one on one counseling and monitoring of the THP.

§ Development Coordinator: This position gives OSDN their first full time fundraising employee and will bring new funding sources for OSDN operations.

§ Service Center Driver. This part time position supports clients and staff in various client transportation and supply pick-up trips.

§ HUD Employment Counselor. This employment counselor works primarily with THP clients to ensure they have the best employment opportunities to support their successful participation in the program.

§ Employment Assistant. This position assists veteran clients in computer job searches and instructs in basic computer literacy skills.

§ Mentors. The part-time mentors are guides for veterans in the Transitional Housing Program encouraging them by individual contact and example in pursuit of their goals.

§ Veteran Services Coordinator. This position coordinates services provided by OSDN and makes appropriate referrals to other community resource agencies. This 'whole person' approach ensures each veteran receives services with dignity and respect.

§ Front Desk Coordinator. This position provides the first contact for all visitors or callers to OSDN laying the groundwork for positive customer service.

Housing: OSDN continued exploring methods for increasing housing. Work was completed on bringing all current houses up to national fire codes. Installation of fire sprinkling systems is expected to be completed during the early part of 2004.

Employment: Demand for our employment services continues to be very high. Our Employment Counselors are doing a great job meeting and/or exceeding all performance goals for our grants. The average income of veterans obtaining employment through OSDN was \$10.48 per hour.

Budget: The 2004 budget has been approved totaling \$759,000.

Funding: 87% of OSDN funding went to direct services to veterans.

§ OSDN was again selected as a United Way Partner Agency for 2003.

§ The Combined Federal Campaign approved OSDN as a donation recipient.

§ The Department of Labor grant increased from \$190,038 to \$300,000.

§ The VA approved OSDN for their Per Diem program in February 2003.

§ HUD grant was received for an employment counselor in May 2003.

Event: The 11 th Annual Operation Stand Down event was held on October 31, 2003 through November 2, 2003 and was attended by 326 veterans. There were NO incidences or problems during the event. In addition to all the usual services including medical exams, legal reviews, benefit information, food, fun and fellowship, some of the highlights include:

§ Over 150 veterans filed claims for veteran benefits.

§ Eight veterans were immediately accepted into substance abuse treatment.

§ Over 100 veterans filed claims with the Food Stamp Office.

§ Over 100 veterans completed Intake Applications for employment assistance.

§ 169 veterans received Flu Shots.

§ Over 300 veterans got haircuts.

§ Over 150 received a full set of clothes Sunday morning.

There were many positives from this Stand Down. One of the biggest positives was the number of veterans who had been helped during previous Stand Downs returning as volunteers and service providers helping their fellow veterans. Over 300 volunteers provided the love and caring support that was continuously provided throughout the annual three-day event.

Office Facilities: Working with MDHA, OSDN was able to increase office space to accommodate the increased staffing to assure quality customer service continues.

2004 Plans:

§ Obtain two houses; one as $\frac{3}{4}$ transitional housing for men and one as a women veterans' house.

§ Obtain diversified funding sources and increase funding to support all goals including obtaining more housing.

§ Broaden outreach activities to include additional one day mini Stand Downs focusing on medical, legal, clothing, etc.

§ Enhance the possibility for client success through increased case management activities.

§ Increase efficiency of OSDN operations by implementing formalized position descriptions and form service oriented teams with definite duties and goals.

All of us at OSDN are excited about the future. Continuing to provide quality services to those who have served our country is our sole purpose. We greatly appreciate the ongoing support from so many people and organizations.

William J. Burleigh
Lieutenant Colonel, US Army, Retired
Executive Director