



Our People - Powered Promise

SELF, Inc. offers a comprehensive range of housing services, including shelters, transitional housing, and permanent supportive housing, for individuals experiencing homelessness, regardless of identity. We place individuals in shelter spaces that best align with their needs and self-identification, where they receive case management services. Our case management team conducts thorough assessments of each individual and develops personalized service plans based on their specific needs.

A housing assessment is also completed to identify the most suitable housing resource. Once the assessments are finished, we collaborate with community organizations to provide programming and secure long-term housing solutions.



Our Focus Populations

Our focus populations are based in Philadelphia and include individuals experiencing homelessness, single adults and families, those struggling with mental health or substance use challenges, and returning citizens.

SELF Inc. Impact Data

1,000

Clients are served daily

200

Dedicated members offering

77

Permanent supportive housing units

8

Emergency/permanent housing programs

5,048 Pennsylvanians received assistance from SELF Inc. in 2024

454,965

Meals served

151,655

Emergency shelter bed nights

31,791

Supportive services

23,815

After-hours bed nights



Our Work

COMMITMENT TO CORE VALUES

"We lead with Integrity, and are committed to serving our community with Accountability, Compassion, Dignity and Respect". At SELF Inc., we are dedicated to acting with honesty and responsibility in everything we do. We hold ourselves and our team to high standards, making sure that the services we provide

meet the needs of each person. Our staff is trained to offer care with kindness and understanding, building trust and helping individuals grow. We treat everyone with respect, valuing their uniqueness and creating an environment where all feel included.

We regularly check how well our services are working and make improvements based on feedback. Open communication helps build trust and keeps everyone informed about expectations and progress.

LOCAL COLLABORATION

SELF Inc. believes that a sustainable change in homelessness and economic instability requires strong local partnerships. By collaborating with community organizations, government agencies, and donors, we create a comprehensive support system that empowers individuals toward self-sufficiency. SELF Inc. aims to break systemic barriers, ensuring individuals experiencing homelessness achieve long-term housing, employment, and well-being.

SELF Inc. helps individuals find temporary and low-cost housing while making sure they have the support to transition into permanent homes. Through job training programs and employment connections, we equip individuals with skills and opportunities to build a stable future. We also make it easier to access healthcare, government benefits, and other essential services by guiding people through complicated systems.

Our work prioritizes fairness and inclusion, ensuring that services address racial inequalities and meet the needs of all individuals. With strong community support and donations, we expand resources and provide critical assistance to those in need.



Cultural Responsiveness

Our organization's commitment to racial equity and cultural responsiveness is at the core of everything we do. For over four decades, we have intentionally structured our mission, governance, and service delivery to reflect the lived experiences and cultural identities of the communities we serve. This approach not only informs our strategies but also inspires us to develop programs that are deeply rooted in community insight, helping us address systemic barriers and create inclusive, effective solutions for unsheltered individuals and other marginalized groups.

Our comprehensive services and programs are designed with an understanding of the multifaceted challenges associated with housing instability. By continually integrating evidence-based practices and actively listening to community feedback, we adapt

our strategies to meet evolving needs. This thoughtful, data-driven approach ensures that our initiatives remain responsive to the cultural nuances of our individuals while promoting sustainable improvements in housing stability and overall well-being.

A key element of our success is our ongoing investment in the professional growth of our team. We prioritize training in cultural competency and trauma-informed care, which empowers our staff to deliver support with sensitivity and respect. Offering services in multiple languages and providing dedicated translation resources, we ensure that every individual feels heard and valued. This commitment to nurturing talent and fostering an environment of continuous learning strengthens our capacity to empower individuals, paving the way for lasting stability and a more equitable future.

COMPREHENSIVE SUPPORT SERVICES

SELF, Inc. strives to take a person-centered, trauma-informed approach that meets individuals where they are and provides the resources necessary for sustainable reintegration into society.

The holistic approach of SELF, Inc. focuses on providing safe, stable, and affordable emergency and supportive housing with minimal barriers to entry. This is achieved through a blend of government programs, nonprofit partnerships, and private funding. Our housing programs are enhanced by integrated case management services to help individuals reach long-term stability. We envision on-site partnerships, mobile health units, and collaboration with community-based health clinics to provide primary care, mental health services, and substance use disorder treatment.

Additionally, we aim to expand job training programs tailored to diverse skills and interests, partner with local businesses to offer employment opportunities and apprenticeships and provide financial literacy education along with assistance in accessing benefits such as SNAP, SSI, and other resources.

We believe that it is important to ensure:

- the facilitation of life skills workshops covering

topics such as budgeting, time management and communication.

- utilizing peer mentorship programs where formerly homeless individuals can provide guidance and support.
- fostering community engagement through volunteer programs and social groups to reduce isolation.
- aiding individuals in obtaining identification documents necessary for employment and housing.
- connecting individuals to legal aid services for addressing outstanding warrants, eviction records and credit repair.
- utilization of case managers to track progress and adjust support services as needed.
- a long-term support network ensuring individuals do not fall back into homelessness; leverage data collection and feedback mechanisms to improve service effectiveness over time.



Intended Impact

SELF Inc. is committed to eradicating homelessness and its root causes by providing a comprehensive continuum of care that meets the diverse needs of individuals and families experiencing housing insecurity. Through emergency shelter, permanent supportive housing, and rent assistance programs, we offer immediate relief while creating pathways to long-term stability. Our inclusive approach ensures that every individual, regardless of race, color, religion, gender, sexual orientation, self-identification, national origin, or disability status, has access to safe and dignified housing solutions.

Beyond housing, we provide essential case management, outreach teams, workforce development, and recovery support to foster sustainable independence. Our integrated model addresses mental health challenges and substance use disorders through targeted interventions, ensuring that individuals receive the support necessary to overcome barriers to stability.

By combining direct services with strategic advocacy, we work to dismantle systemic inequities and expand access to critical resources.

Our impact extends beyond immediate housing solutions to address societal structural barriers contributing to homelessness. Through collaborative partnerships with policymakers, service providers, and community stakeholders, we advocate for a more equitable and responsive system of care. We emphasize evidence-based strategies to improve service coordination, increase affordable housing opportunities, and enhance access to supportive services that promote long-term well-being.

Rooted in a well-established vision of social justice and housing equity, SELF remains steadfast in its mission to empower individuals and transform communities. By fostering resilience and self-sufficiency, we contribute to a future where every person has an opportunity to thrive in stable, secure housing. Our commitment to innovation, advocacy, and direct service delivery ensures that we continue making a meaningful, measurable impact on the lives of those we serve throughout Philadelphia and surrounding communities.



Ultimate Social Goal

SELF Inc.'s Ultimate Social Goal: Reduce the number of unhoused people and provide stability for the formerly unhoused to achieve and maintain permanent housing independently.

Engaging community organizations effectively is crucial for achieving these goals. SELF Inc. will employ the following strategies:

- **BUILD RELATIONSHIPS:** Establish strong, personal connections with key stakeholders in community organizations. Conduct regular meetings, informal gatherings, and consistent communication to help build trust and mutual respect.
- **COLLABORATIVE PLANNING:** Involve participants and community organizations in the planning

process. This ensures that their insights and expertise are incorporated, making them feel valued and invested in the outcomes.

- **CLEAR COMMUNICATION:** Maintain open and transparent communication channels. Regular updates, newsletters, and feedback sessions can keep everyone informed and engaged.
- **SHARED GOALS:** Align SELF Inc.'s objectives with our community's needs. When goals are shared, collaboration becomes more meaningful and effective.
- **RESOURCE SHARING:** Offer resources such as training and access to human services networks. This can help participants and community organizations enhance their capacity and contribute more effectively to joint initiatives.
- **RECOGNITION AND APPRECIATION:** Acknowledge the contributions of community organizations publicly. Awards, certificates, or public mentions can go a long way in showing appreciation and encouraging continued collaboration.
- **FLEXIBILITY AND ADAPTABILITY:** Be open to adapting your strategies based on feedback from participants and community organizations. Demonstrating the value of their input and SELF Inc.'s commitment to a collaborative approach.
- **COMMUNITY EVENTS:** Host events that bring together individuals and various community organizations. These events can serve as networking opportunities and platforms for sharing best practices and success stories.

By implementing these strategies, SELF Inc. will foster strong, productive relationships with participants and community organizations, ultimately enhancing its ability to achieve these social goals.

SELF Inc. will measure the effectiveness of our work to ensure our efforts are making a meaningful impact.

1. **PARTICIPATION RATES:** Tracking the number of individuals participating in our programs and events.
2. **ENGAGEMENT LEVELS:** Measure how actively

participants are involved. This can be assessed through the frequency and quality of interactions, such as contributions to discussions, feedback provided, and participation in decision-making processes.

3. **SATISFACTION SURVEYS:** Conduct regular surveys to gather feedback from participants about their experiences and satisfaction with our programs and services. This can provide valuable insights into what is working well and areas for improvement.
4. **OUTCOME TRACKING:** Monitor the outcomes of participants. This includes tracking the progress of individuals who have received services, such as improvements in housing stability, employment, or health outcomes.
5. **PARTNERSHIP EFFECTIVENESS:** Evaluate the strength and effectiveness of our partnerships with community organizations. This can be measured through the number of collaborative projects, the level of resource sharing, and the overall satisfaction of our partners.
6. **VISIBILITY AND REACH:** Assess how widely our impact is reaching the community. This can include communications metrics such as social media reach, website traffic, and media coverage.
7. **CONVERSION RATES:** Measure the percentage of participants who experience stable housing resulting from our programs and services.
8. **QUALITATIVE FEEDBACK:** Collect qualitative data through interviews, focus groups, and open-ended survey questions. This can provide deeper insights into the experiences and perceptions of our participants.
9. **IMPACT EVALUATION:** Conduct impact evaluations to assess the long-term effects of our work on the community. This can include tracking changes in key indicators such as homelessness rates, community cohesion, and overall well-being.

By using a combination of these metrics and methods, SELF Inc. will gain a comprehensive understanding of the effectiveness of our work and make data-driven decisions to enhance our impact.