

# TRANSITION ASSISTANCE PROGRAM (TAP)

## 2008 ANNUAL REPORT

### Mission Statement

The Transition Assistance Program (TAP), an outreach mission of the Chevy Chase Presbyterian Church, helps homeless and working poor residents of the D.C. metro area to become self-sufficient through referrals for basic social services, assistance with obtaining basic identification documents and transportation to new jobs, and the provision of emergency food and clothing.

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### 2008 Highlights

In 2008, the Transition Assistance Program (TAP), the outreach program of Chevy Chase Presbyterian Church, served 1,104 disadvantaged persons, referred by over 80 local organizations. The accompanying chart lists TAP's main services and the number of clients who received them. Some of the clients' issues took more than one visit to resolve, bringing client visits to 1,805. In addition TAP provided clothing for 428 persons and emergency groceries for 215.

TAP's niche is helping persons who lack the necessary funds and knowledge to obtain identification documents, chiefly non-driver's ID cards and birth certificates. The assistance consists of identifying exactly which documents are needed, and then leading clients through the steps they have to take to obtain them from government agencies. Finally, TAP provides checks made out to the relevant government agencies for the identification documents.

# 1,104

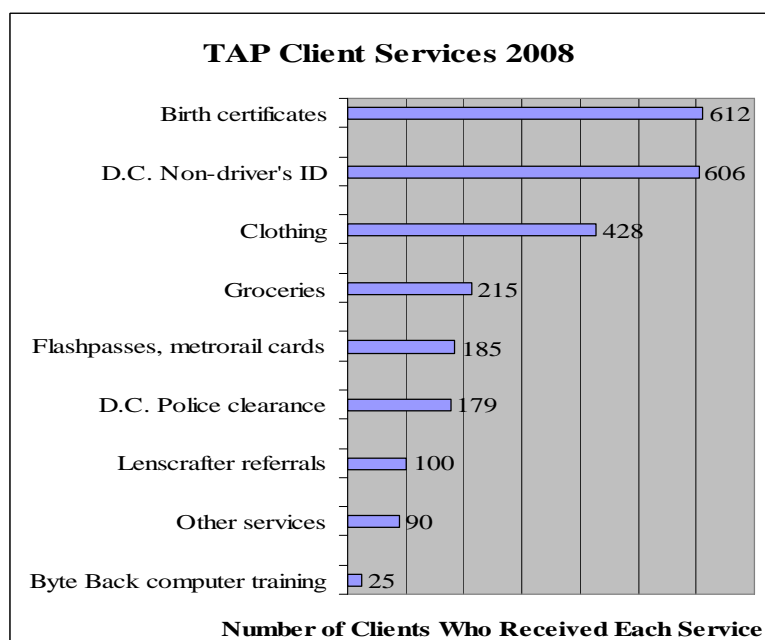
**Clients served in 2008**

# 2,000

**Volunteer hours in 2008**

## Who Comes for Help?

The long distances clients travel to TAP speaks volumes about their circumstances. TAP statistics show that over 62% were homeless—that is living temporarily in a shelter, recovery program, halfway house or transitional housing. The client group remains predominantly African-American, with the majority between the ages of 33 and 54.



## How TAP Helps

2008 saw an increase in the demand for birth certificates, which accounts for the increase in women clients to 30%, up from 21% in 2006. Lower-income mothers need their children's birth certificates in order to sign up for Section 8 housing, and to enroll their children in school. A birth certificate is also one of the documents needed to obtain a non-driver's ID. (In the District, a duplicate birth certificate costs \$18, but for awhile in 2008 the Vital Records office only had the forms for the deluxe \$23 certificate, so TAP had to pay the higher fee.)

Birth certificates for persons born outside of the District are much harder to obtain. TAP works with the client to meet the state's requirements, which often mean long distance calls and complex paperwork

Many clients seek assistance obtaining D.C. non-driver's photo ID's. This is the ID required of persons who don't have a driver's license. In today's world, identification documents are required for the most minimal participation in society. For persons trying to get their lives together and move ahead, an ID is essential. Only with an ID can someone apply for a job or benefits, register for housing, or sign up for education or rehabilitation programs. (A non-driver's ID costs \$20.)

Another way TAP helps people trying to become self-sufficient is by providing funds for transportation to a new job. Since wages aren't paid until after one or two weeks on the job, clients need checks made out to WMATA for that period. (A two-week flashpass to ride the bus costs \$44.)

A necessary if mundane part of TAP's transportation aid is paying for transportation to all the official places clients have to go to in order to obtain their

documents. That, plus giving the fare to return home (whether home is a shelter or a halfway house) required TAP to purchase over 3,000 bus tokens in 2008.

TAP experienced a crisis over client transportation, when near the end of December 2007, Metro's suddenly announced that after the end of the year they were no longer going to sell bus tokens. Everyone would have to use a paper fare card or SmarTrip card. TAP quickly bought a six month's supply of tokens and joined with other social service agencies protesting the new policy to Metro. The advocates pointed out that many of the persons seeking services didn't have the money, or in some cases the capability, to keep track of farecards. Fortunately, Metro responded and rescinded that policy temporarily for all of 2008.

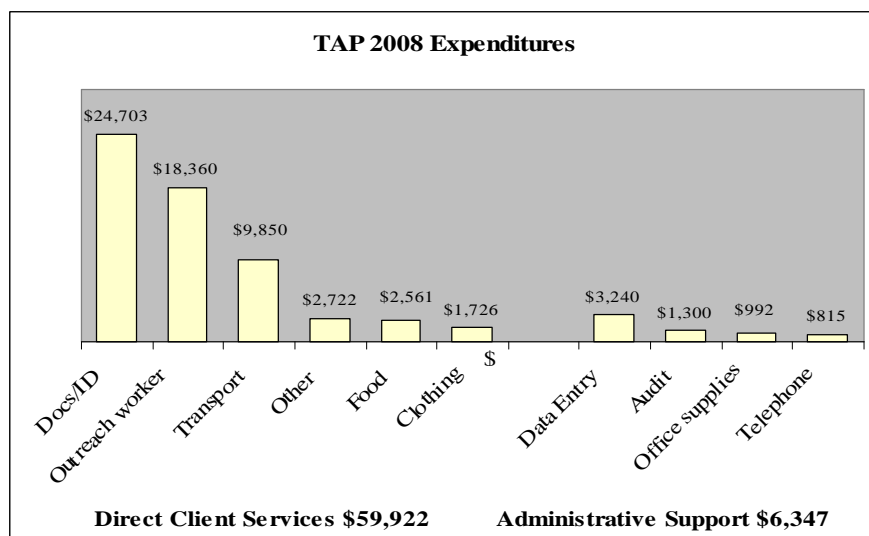
As employers have become increasingly security conscious, more are requiring police clearances prior to employment. Since the D.C. Police Department

does not accept checks from Chevy Chase Presbyterian Church, TAP has to purchase \$7 money orders from the post office (at a processing cost of 95 cents each!) in order that clients may pay for police clearances. Seven dollars isn't much money, but in 2008, 179 persons traveled across town to TAP in order to be able to pay for a police clearance.

In addition to employment-related aid, TAP serves as a conduit for the gift of sight. LensCrafters has a generous program whereby they will provide glasses free to persons referred to them by a social service organization such as TAP. Last year TAP referred 100 persons for eyeglasses.

TAP has worked closely with Jubilee Jobs for many years, helping with ID documents for Jubilee clients trying to reenter the work force. In a new departure last year, TAP paid for computer training for persons referred by Jubilee Jobs. Today even many entry level jobs require computer literacy, and with TAP's financial help, 25 persons enrolled in classes at Byte Back, a nonprofit that provides computer training for beginners.

Also in 2008 TAP responded to a catastrophic apartment fire in D.C.'s Mount Pleasant that left over 200 lower-income residents homeless. TAP made a special \$1,000 donation to Neighbors' Consejo, a local social service agency, to aid the fire victims.



## Expenses

TAP's financial statement reveals a lot about the organization. An astounding 90% of funds were spent on direct client service, while administrative support accounted for the remaining 10%.

Such a concentration of expenditures on clients is possible only because of contributions of over thirty volunteers. With the volunteer model currently in place, the only paid worker is the outreach worker contracted through the Downtown Cluster of Congregations. (2008 marked his fourteenth year with TAP.) Most of his time is spent dealing directly with clients, with about 15% spent on entering data.

As the chart above shows, the largest single expense, \$24,703 or 37% of all expenditures, was for identification documents—birth certificates and non-driver's ID's. Then came the outreach worker's salary, and next was transportation (15%). Total transportation assistance to clients was up 20% over 2007, and cost \$9,850.

## Financial Highlights

From 2005 to 2008, TAP went financially from rags to riches. In the middle of 2005, TAP found it had helped more clients than it could afford. Its reserve was down to a few months of operating funds. By the end of 2006, however, conditions had improved due to the generous response on the part of funders, the church, and individual donors. Equally important have been the contributions of volunteers, who for three and a half years have performed the work formerly done by a paid part-time director.

By the end of 2007, the TAP Board noted that the reserve fund was larger than appropriate and decided not to compete for funds with other worthy organizations, opting instead to draw the reserves to a more prudent level. Consequently, 2009 finds TAP financially back to normal—once again requiring substantial funding from Chevy Chase Presbyterian Church and outside sources. (The church has of course continued its in-kind support of office space and administrative help.) In the current difficult 2009 economic environment, TAP seeks to maintain its reserves at the level of a year's operating expense.

### TAP Financial Highlights 2008 and 2009 Budget

	2008 Actual	2009 Budget
<b>Income</b>		
CCPC Mission Grant	0	24,000
CCPC Hunger Offering	4,150	5,500
Individual Gifts	7,460	6,000
Grants & Agency contrib.	3,078	35,000
From Reserves	51,581	3,820
<b>Total Income</b>	<b>66,269</b>	<b>74,320</b>

### PROGRAM SERVICES

<b>Direct Client Expense</b>		
Docs/ID	24,703	26,000
Transport	9,850	11,000
Food	2,561	3,500
Clothing	1,726	2,000
Other	2,722	2,500
	41,562	45,000
<b>Direct Client Service</b>		
Outreach worker	18,360	22,032
<b>Total Direct Client</b>	<b>59,922</b>	<b>67,032</b>

### ADMINISTRATIVE SUPPORT

Audit	1,300	1,300
Telephone	815	900
Office supplies	992	1,200
Data Entry	3,240	3,888
<b>Total Administrative Support</b>	<b>6,347</b>	<b>7,288</b>

<b>Total Expenses</b>	<b>66,269</b>	<b>74,320</b>
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## **TAP Volunteers 2008**

Margy Abbott, Alice-Anne Birch, Dottie Boerner, Ed Chesky, Reid Crawford, Susan DeLaTorre, Lauren Farber, Mary Finch, Campbell Graeub, Polly Hawver, Henry Krautwurst, Chris Leahy, Carol Lieberman, Noni Lindahl, Ashley Maza, Florence Mills, Mimi Morse, Trish Boggs and the other Nursery School Sandwich Makers, Mattie Olson, Roland Olson, Kate Picard, Annemarie Ralston, Len Ralston, Priscilla Skillman, Patrick Strauss, Louise White, and summer interns Ben Duff, CCPC member, and Martin Bates

### **TAP 2008 Donors**

Chevy Chase Presbyterian Church  
Hunger Offering Gifts of Hope  
Individual donors, Philip L. Graham Fund,  
Suburban Woman's Club of Montgomery Cty  
Woman's Club of Chevy Chase

### **TAP Staff**

Juan Carlos Benavides, Outreach Worker

### **TAP Advisory Board Members 2008**

Priscilla Skillman, Chair, Dorothy Boerner,  
Edward Chesky, Sue De La Torre, Carol  
Lieberman, Florence Mills, Mimi Morse. Len  
Ralston, Louise White

### **Chevy Chase Presbyterian Church Advisors**

Rev. Fred Lyon, Interim Senior Pastor  
Rev. Steve Robertson, Associate Pastor  
Rev. Lynn Jostes, Associate Pastor  
Ian Richardson, Church Administrator  
Orlando Restrepo, Church Custodian

### **2008 Referring Organizations**

Over 80 organizations listed below referred their clients to TAP

Academy of Hope, All Faith Consortium, Andromeda, Blair Shelter & Treatment, Bread for the City, Bright Beginnings, Bureau of Rehabilitation, Bridge Back, Byte Back, Calvary Women's Shelter, CATAADA House, Catholic Community Services, Central Union Mission, Change, Inc., Charlie's Place, Christ House, Coalition for the Homeless, Community Action Group, Community Care Center, Community Connections, Community Council for the Homeless at Friendship Place, Community Family Life Services, Community for Creative Non-Violence (CCNV), Court Services and Offender Supervision Agency (CSOSA), DC Central Kitchen, DC Department of Vital Records, DC Departments of Health & Human Services, DC Housing Authority, DC Office on Aging, DC Pretrial Services Agency, DC Village, DC Visitors' Center, Dinner Program for Women, Downtown Cluster of Congregations, Downtown Services Center, East River Family Strengthening Collaborative, EFFORTS, EFEC Efforts for Ex-Convicts, Emery Shelter, Extended House, Fairview Halfway House, Family and Medical Counseling Services, Father McKenna Center, Foundry United Methodist Church, Franklin Shelter, Gospel Rescue Mission, Green Door, Harriet Tubman Center, Hope Village, House of Ruth, Jubilee Jobs, La Casa, Martin Luther King Shelter, Miriam's Kitchen, Mulumba House, N Street Village, N.E.D.A. (National Economic Development Administrators), Neighbors' Consejo, New Beginnings, New York Avenue Shelter, Northwest Maternity Center, Open Door, Our Place, Perry School Community Services Center, Phoenix House, Project Empowerment, Rachel's Women's Center, RAP, Inc., Ready to Work Program, Salvation Army, Samaritan Inns, Samaritan Ministry, Second Genesis, So Others Might Eat (SOME), Spring Road Clinic, United Planning Organization, Unity Health Care, Urban Prayer Breakfast, Victory Outreach, Walker Jones, Washington Hospital Center, Whitman-Walker Clinic, Woodley House