



## SAVE THE DATE!

**Tuned Up Brewing Company & Open Hearth Inc**  
are teaming up for the first ever:

### Jams and Generosity Night

Wednesday, Nov 14<sup>th</sup> from 6-9pm

We are mixing fun and philanthropy for  
**National Hunger and Homelessness Awareness Week**

Join us for delicious brews, food  
and music from local artists.  
There will also be a 50/50 raffle!



## Going the Extra Mile: An Open Hearth Philosophy

The Housing Stability Case Management Program (HSCMP) was launched in October 2017 in partnership with Open Hearth (OH), Friends Association and Kennett Area Community Services with funding from Chester County's Department of Community Development.

HSCMP provides community-based case management services to households who formerly experienced homelessness but are now renters who could benefit from goal planning, coaching, mentoring, and resource

coordination to maintain their housing. OH's Brandon Benn accepted the position of Housing Stability Case Manager with the launch of the program, and since then has excelled in his role of ensuring housing stability for his clients through advocacy and resource coordination. The following describes one of his recent client's journey:

After experiencing chronic homelessness, JJ was accepted into the Continuum of Care (CoC) Permanent Supportive Housing Program in 2014. JJ called his West Chester rental unit "home" for years, however he found himself facing homelessness again upon being notified that his rental property had been put up for sale. OH's CoC Program Manager Amber Campman immediately referred JJ to the HSCMP. With Brandon's assistance, JJ began looking for rental units in West Chester in hopes that he could remain close to work and the neighborhood he considered home. (cont. on page 2)

## October 16th

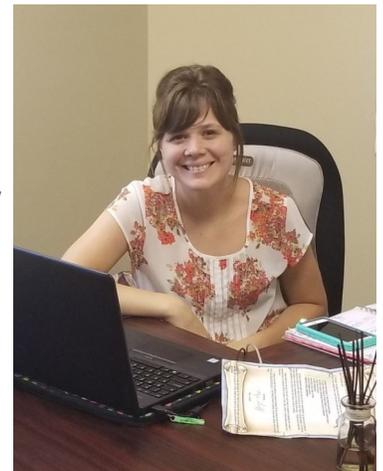


# BOOST Your Donation!

## Staff Spotlight: Ashley Thornton

Ashley joined Open Hearth's staff during the summer of 2012 at the conclusion of her yearlong internship at Open Hearth. She began as a member of the Housing Team, but now serves as the Financial Navigator for Open Hearth and the United Way of Chester County's Financial Stability Center in Exton, PA.

In this role, Ashley assists customers with personal and financial goal setting. She has already worked with an impressive 73 customers just this year and has helped people achieve their goals of increasing income, decreasing debt, and increasing assets.



## 🌟 Giving Thanks to Elaine!

Open Hearth would like to acknowledge the many contributions of long-time volunteer and donor, Elaine Coia Neary. Elaine recently retired from her role as a facilitator of our free, personal financial workshops that are offered each spring and fall. Over the years, Elaine developed content for our “Women & Money” workshop that addressed the financial issues facing a diverse group of attendees. Elaine most recently designed a workshop tailored to meet the needs of workers who felt perplexed by their employer’s retirement plan options. The staff and clients of Open Hearth are appreciative of the time and knowledge shared by Elaine—she will be missed!



## 🌟 A Source of Hope



During a challenging time for the Madden family, Open Hearth’s Workforce Navigator Ann Marie Barr gave them hope. Ann Marie first met with Jon and Jane Madden at southern Chester County’s family emergency shelter in early May. The Maddens shared with Ann Marie that their infant daughter had recently been diagnosed with the Rhino virus and had been in and out of the Children’s Hospital of Philadelphia since late April. All the while, the Maddens had to care for their other three children under the ages of 10 while looking for affordable housing, which only added to the stress.

When Ann Marie met with them for their first appointment, neither Jon nor Jane had an email address or resume. They also shared a cell phone. During their initial appointment, Ann Marie took the time to assist them with setting up individual email accounts, created separate PA CareerLink accounts to aid in their job search, and developed their first resumes. A few weeks later, armed with a strong resume, Jane attended a healthcare employment event at the PA CareerLink and landed a full-time CNA position in Kennett Square. Shortly thereafter, Jon secured full-time employment at his local Giant food store in the deli department.

## 🌟 Going the Extra Mile cont.

Unfortunately, JJ encountered the two barriers that many Chester County residents face: a lack of affordable housing and landlord reluctance to work with housing subsidies. When JJ was unable to secure a new lease, Brandon facilitated JJ’s admission to an emergency housing shelter and continued to look for housing. Collectively, they also agreed that after years of successful tenancy, it was time for JJ to “graduate” from the CoC Program and apply for the Housing Choice Voucher Program (HCVP).

JJ received word shortly after applying for the voucher program that he was approved for the HCVP. With Brandon’s help, JJ soon located an affordable rental in West Chester. Although the landlord was initially hesitant to rent to JJ, Brandon educated him on how he would benefit from participating in the subsidy program and successfully convinced the landlord to rent to JJ.

Due to his disability, JJ also qualified for OH’s Housing Contingency Fund Program and was able to utilize program funds to resolve his back balance with PECO so he could start fresh in his unit debt free! As his July 1st lease signing approached, Brandon also referred JJ to the county’s Community Warehouse Project, where JJ was able to secure a bed.

In five short months, with Brandon’s support and resource coordination, JJ was approved for a new subsidy, moved into a desirable West Chester apartment, resolved his outstanding debt and brought home a new bed! We are happy to report that months later, JJ is content and enjoying his new apartment and will be positively discharged from the program soon due to his housing stability.



# Congratulations Kelly!



We have some exciting and proud news to share! Over the winter, our Executive Director, Kelly Raggazino, was appointed to be Decade to Doorways' Governance Board Chair, which is a wonderful testament to her dedicated leadership, not only at Open Hearth, but throughout Chester County as a whole.

Decade to Doorways is Chester County's ten-year plan to prevent and end homelessness. It is a collaboration of consumers, government entities, service providers, funders, businesses, and people from the general public aiming to effectively eradicate homelessness in Chester County by 2022.

As the Governance Board Chair, Kelly will oversee establishing and enforcing policies that will lead towards meeting desired system outcomes; evaluating and improving the performance of programs and the overall system by utilizing shared performance measures; evaluating new funding opportunities, and MUCH MORE!

We are **SO** proud of Kelly and look forward to her strategic role in carrying out Decade to Doorway's vision of preventing and ending homelessness in Chester County!



**Our Program Coordinator recently received this message from a housing program participant:**  
*"Thanks to you, I now have a home after 17 long months. You do your job so effectively with grace and humor. You go way beyond the job. Keep up the good work! Your efforts are appreciated."*

Every time my staff calls Open Hearth's office, the person on the other end is always willing to listen and tries to help.

Thank you! - From a Community Partner



*"You have been extremely helpful and I appreciate that you followed up with me on more than one occasion. Continue to do what you so well - you're a valuable asset to the community." - OH Client*

## Board Members

Adam T. Katzman, Esq.,  
President

Mariann Horan,  
Vice President

George A. Lock, Jr.,  
Treasurer

Amber Miller,  
Secretary

Edwin N. Santiago

Lisa Korab

Sydney Coleman

Gina Ruggieri

## Staff

Kelly Raggazino,  
Executive Director

Katelyn Malis,  
Director of Programs

Nettie Wolfe Silva,  
Financial Programs  
Manager

Ashley Thornton,  
Financial Navigator

Ann Marie Barr,  
Mobile Workforce  
Navigator

Amber Campman,  
Permanent Housing  
Program Coordinator

Brandon Benn,  
Housing Stability  
Case Manager

Maizy Moyer,  
Program Coordinator

Ryan Dadoly,  
Program Coordinator

Amy Fulton,  
Development Associate

Katie Altemus,  
Business Administrator

Debbie Dundon,  
Office Manager

## President's Note:

Dear Friends,

I'm pleased to share with you that Open Hearth, Inc. remains strong and thriving as an organization. We are continuing to develop, implement and deliver the very best services to our neighbors to break barriers and leave a lasting impact on our community. Open Hearth continues to be a vital leader and consistent problem-solver. We have been going through some exciting changes and we are happy to announce that we are continuing to expand our multitude of services. We are pleased to highlight the Housing Stability Case Management Program in our featured story "Going the Extra Mile" which fills a longstanding gap in our community's needs.

In late spring, we launched our brand-new, beautifully designed and user-friendly website. Please take a minute to view it at [www.openhearthinc.org](http://www.openhearthinc.org). We also have expanded our social media presence by joining Twitter and LinkedIn (Please tweet and connect with us as we would love to hear from you!)

Not only have our services grown but so has our staff. To help deliver the most effective services possible we brought on two new full-time staff members. I'm pleased to introduce to you Amy Fulton, who serves as the new Development Associate and will focus heavily on our marketing and fundraising efforts and our new Business Administrator, Katie Altemus, who has begun to play a critical role in updating our program data systems along with her fiscal duties. We are confident their presence will add to Open Hearth's ability to remain a well-oiled machine.

Overall, we remain focused on fulfilling our mission and discussing new and exciting ways to reach all members of our community at every critical stage on their path to financial independence. However, our efforts at Open Hearth could not be possible without our community partners and generous supporters, like you. Please consider donating to Open Hearth this upcoming giving season! A simple way to boost your impact is by making your donation through a rare opportunity called the Amazing Raise, an online giving campaign that on **October 16th** will increase your donation – the match amount is proportional to the amount we raise! You can visit our website to learn more. We promise to apply the highest level of stewardship to your investment in our work. Most of all thank you for your generous support!

Sincerely,  
Adam T. Katzman, Esq.

*"Thank you for the valuable help you gave me. Losing a job is daunting, devastating and humiliating. Thank you for allowing me to let my guard down and be me." - OH Client*

FOLLOW OPEN HEARTH ON:

