

2017 IMPACT REPORT



INSPIRING PEOPLE. CHANGING LIVES. ENDING HOMELESSNESS.

WE BELIEVE THAT **EVERY CHILD** SHOULD HAVE A HOME AND A HEALTHY START IN LIFE!

But we know that far too many families are homeless and without hope. They struggle to keep a roof over their children's heads. The high cost of rental housing and the lack of fundamental skills such as literacy and job skills put even more families at risk.

SHELTER, Inc. gives families a safe place to live, meeting their most basic needs, while offering individualized services such as education, employment development and counseling.

With the help of the community, we provide families life-long tools that allow them to transform their lives and provide a brighter future for their children.



INSPIRING PEOPLE. CHANGING LIVES. ENDING HOMELESSNESS.

The mission of SHELTER, Inc. is to prevent and end homelessness for low-income, homeless, and disadvantaged families and individuals by providing housing, services, support, and resources that lead to self-sufficiency.

INVESTING IN PEOPLE

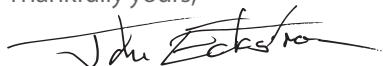
Dear Loyal Supporters,

We are enormously proud of the resilient and courageous families who advanced out of our programs this year. Every day, **we invest in people who are ready to make the changes that will lead to stability in their lives.** Our case managers are their SHELTER, Inc. guides, greeting them with compassion as they start their journey home. This journey may involve several stops along the way: our emergency family shelter, rental assistance, mental health counseling, tutoring, parenting classes, financial coaching, employment development, and housing search assistance.

This past year SHELTER, Inc. invested in those we serve by focusing on providing caring and efficient customer service. We also invested in our staff by creating a culture of learning in our workplace, which is vital as we work to serve thousands of people in crisis. We allow time for staff to take advantage of onsite and online training opportunities to strengthen their knowledge and understanding of issues surrounding homelessness, and help them effectively work to fulfill our mission.

Our continued work depends on dedicated supporters like you who allow us to make these investments in our clients and our team. Creating positive change for the people we serve is possible because of your generosity and belief that all families should have the basic necessities as well as the opportunity to build a better future for themselves.

Thankfully yours,



John Eckstrom, CEO



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THE NEED

High housing costs make it difficult for low-income families in our region to meet their most basic needs, let alone work toward building a better future. One in six Contra Costa residents struggle to make ends meet. Since 2010 rent for a median two-bedroom apartment in Contra Costa County has increased by 46% while household incomes have only increased 10% during the same period. **It currently takes 4.5 minimum wage jobs to afford a two-bedroom apartment in Contra Costa County.**

Low-income families struggle to find affordable housing in our region and usually lack emergency savings, which leaves them just one crisis away from eviction. A strained safety net, public and private funding constraints, and inadequate affordable housing options are among the barriers to meeting the housing needs of a growing population of low-income families.



SHELTER INC. SOLUTIONS

Prevention/Rental Assistance Short-term rental assistance for families experiencing a financial crisis as a result of an unexpected life event (death in family, illness, job loss). ●●●●●

Family Emergency Shelter Temporary shelter for families plus services focused on access to permanent housing and self-sufficiency. ●●●●●●●●●●

Rapid Permanent Housing Placement Short-term assistance with rent, security/utility deposits and services for rapid placement of families and individuals into housing. ●●●●●●●●●●

Permanent Supportive Housing Long-term rental assistance and supportive services for individuals and families with chronic illnesses and disabilities. ●●●●●

Affordable Housing Provided to low-income families and individuals.

SERVICES

- Case Management
- Budgeting
- Housing Search Assistance
- Employment Services
- Mental Health Counseling
- Tutoring
- Parent Education
- Legal Services





YOUR IMPACT

HOW YOUR SUPPORT HELPED OUR CLIENTS

95% of families and individuals who were imminently at risk of losing their home remained in a permanent home.

81% of families and individuals without a home successfully moved back into a permanent home.

67% of the adults in our employment program became employed or increased their employment.

YEAR IN NUMBERS



9,663 people requesting assistance



13,323 hours of volunteer support



2,348 children and adults received housing assistance



34,017 meals provided at our family shelter



378 Thanksgiving meal care packages distributed to families



412 back-to-school backpacks filled with school supplies for children



648 holiday wishes fulfilled

WHO YOU'VE HELPED

We believe that every child deserves a home. Your support is impacting the lives of many families and individuals in our community who need it most. With your assistance, we are able to equip our participants with strategies and services that align with a path towards self-sustainment.

YOU HAVE ASSISTED:

1,063 children under 18



565 families



442 children 5 & under



189 veterans





PARTICIPANT STORIES

Aaliyah

Before Aaliyah became a SHELTER, Inc. participant, she was pregnant and homeless. For two years she couch surfed, lived out of cars and stayed with family whenever possible. As soon she was referred to SHELTER, Inc. her case managers assisted her with finding an apartment and helped her set long-term goals. Today, Aaliyah works for the US Postal Service and is enjoying her new home with her baby.



*"SHELTER, Inc.'s
goal setting plan
helped me the
most."*

Marc, Laura, and Alex*

Marc, Laura and their five-year old son Alex came to SHELTER, Inc. for help. Marc is a Marine Corps veteran with an honorable discharge. After losing their apartment the family quickly depleted their savings on hotels and then spent sleepless nights in their car. Soon after contacting SHELTER, Inc. the family moved into our Mountain View Emergency Family Shelter and received case management, housing and employment counseling and referrals for services for their son who has autism. After three months, the family successfully exited our family shelter. Marc is now head of sales for a high-end entertainment company and is striving to make a difference in both the autism and veteran communities.



“Thank you so much for helping us in our time of need; you’re always in our hearts.”

* NAMES CHANGED FOR PRIVACY

STAFF & VOLUNTEER STORIES

Staff

Our dedicated staff work diligently to provide our participants with the support and resources necessary to gain a renewed self-sustained life.

STAFF STORY

Lakisha has been a case manager for SHELTER, Inc. for over a year, and has been inspired by many of the participants she has helped. *“The programs at SHELTER, Inc. assist homeless people with little to no hope and allow them to see a light at the end of the tunnel. This is done through a fair and non-judgmental approach that empowers participants to reach for greater heights.”*



Volunteer

Our volunteers donate their time and talents to making a difference in the lives of homeless families and individuals in our programs. From cooking dinner at our family shelter to sorting donations, our volunteers provide vital support to our mission in a variety of roles and lengths of service.



13,323 Hours



1,750 People

VOLUNTEER STORY

Claire tells us, *"I chose to volunteer with SHELTER, Inc. because I feel every day I am given the opportunity to help change someone's life for the better."*

She has been volunteering with SHELTER, Inc. for a year and is inspired by our mission to end homelessness one family at a time.

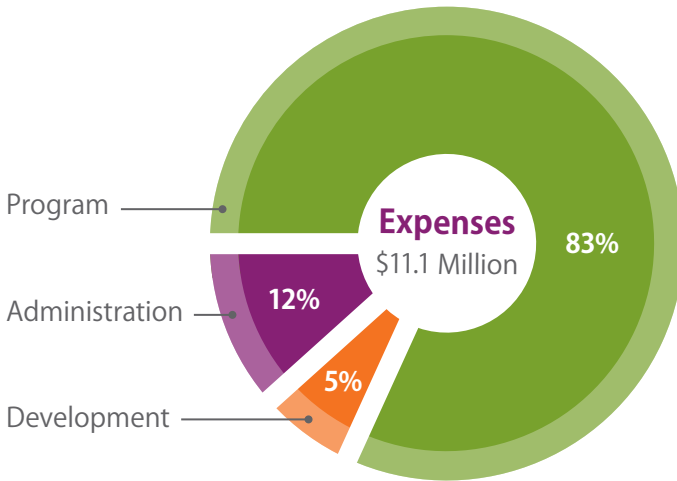
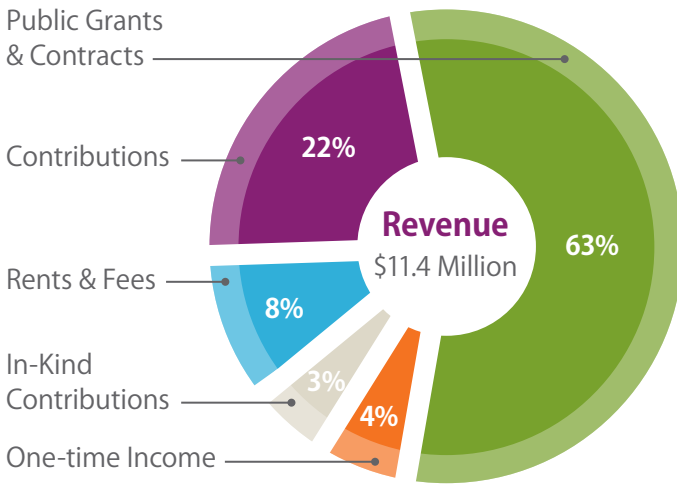




KIRKLAND
Create-a-Size
Towel
Strong, Thick and Absorbent

12 ROLLS
160 SHEETS PER ROLL

OUR FINANCIALS



THANK YOU TO OUR SUPPORTERS!

NEW DONOR SPOTLIGHT

“Working in multifamily real estate, we know that as the Bay Area becomes more desirable, housing prices rise, and as a result, many families are forced to leave their homes. Our team is passionate about helping families find stable, affordable housing in our community as the first step in helping these families thrive. We are very excited to partner with SHELTER, Inc. in their mission to prevent and end homelessness in Contra Costa County.”

– PTLA Real Estate Group



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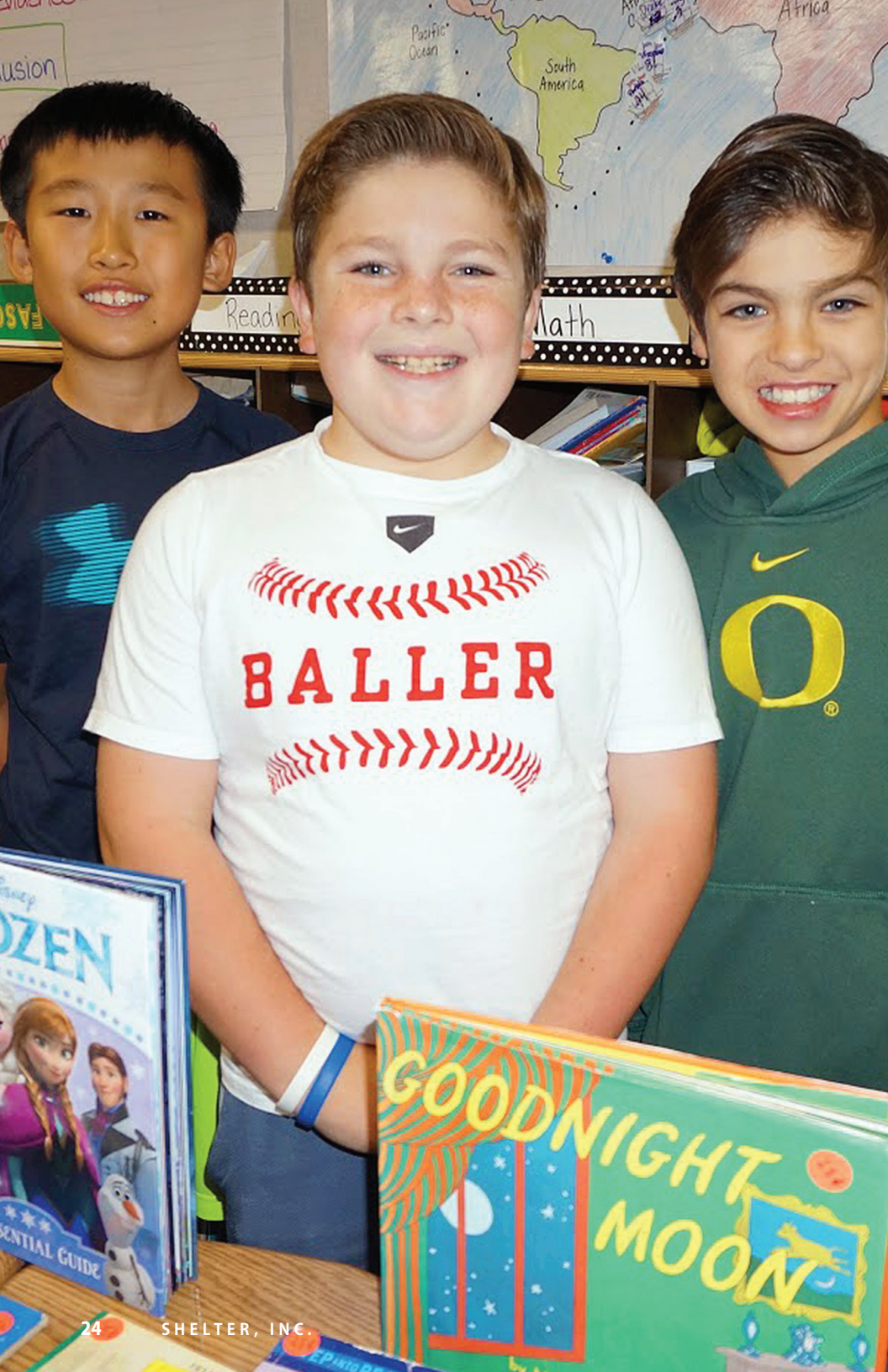
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