

2019 IMPACT REPORT



INSPIRING PEOPLE • CHANGING LIVES • ENDING HOMELESSNESS

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

We know that far too many families are homeless and without hope as 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 deeply grateful for the generosity you have shown during the past year. We are especially proud of the individuals and families who re-built their lives, became self-sufficient, and were able to get out of or avoid the trauma of homelessness, thanks to your support.

This past year has been a time of growth at SHELTER, Inc. We took over operations of a 138-bed emergency shelter in Fairfield, greatly expanding our offerings and services to more people. At that shelter alone, we helped more than 200 people in our first six months of operation and 75 of those moved into permanent housing with the support from generous donors in Solano County.

Our commitment to individuals and families continues to grow, with more programs for veterans, added employment services, and one-on-one case management to help participants attain self-sufficiency.

In these pages, you will find facts and figures showing the number of people helped, meals served, and volunteer hours earned—but behind all of this are real individuals and families. People no longer facing homelessness because of support from you: foundations, corporations, government agencies, faith groups, and individual donors.

We could not meet the expanding needs of our community without your partnership. Thank you for investing in our community and offering our neighbors the opportunity of transformational change for their families.

With gratitude,

John Eckstrom, CEO



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THE NEED

As we usher in a new decade, homelessness is more visible than ever and the crisis continues to escalate in the Bay Area. Families and individuals are finding it more challenging to meet the basic needs of food and housing, let alone hope for a brighter future. According to HUD (the U.S. Department of Housing and Urban Development), 27% or 151,278 individuals of our nation's homeless are in California—the highest number in any state.

The majority of California renters (over 3 million households) pay more than 30 percent of their income toward rent, and nearly one-third (more than 1.5 million households) pay more than 50% of their income toward rent.

The combination of significant housing-affordability problems, insufficient housing inventory, and lack of regional coordination has made the Bay Area homelessness issue an escalating crisis.



6,705
Calls for
Assistance



2,635
Children & Adults
Receiving Housing
Assistance

Top 3 Reasons People Need Assistance

- 1** 30% Homeless
- 2** 25% Insufficient income to pay housing cost
- 3** 5% Loss of income or benefits

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). ●●●●●

Emergency Shelters Temporary shelter for families and individuals. Provides 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

Your support provides critical housing and services to help families and individuals whether they are facing eviction, living on the streets or struggling to obtain affordable rental housing.



2,635 Children & Adults
Provided Housing Assistance



How your help changed lives:

PREVENTING HOMELESSNESS

Keeping a family in their home means that jobs are retained, families are fed, and children are safe. Prevention services include rental assistance, a needs assessment and financial goal setting with a case manager.



\$2,500
Average amount of financial support per family provided



90%
Families & individuals who were imminently at risk of losing their home remained in a permanent home

ENDING THE CYCLE OF HOMELESSNESS

Homeless families and individuals receive housing and services including employment, education, counseling and household budgeting to help move-in to a permanent home and regain self-sufficiency.



95%
Families & individuals exiting Mountain View Family Shelter who moved into a permanent home



84%
Families & individuals without a home who successfully moved back into a permanent home

PROVIDING AFFORDABLE HOUSING

SHELTER, Inc. owns or master leases housing units and rents to low-income, vulnerable residents, including disabled persons and veterans, many of whom have otherwise been unable to find housing.



76%
Families & individuals without a home receiving rent assistance once housed



227
Housing units leased and owned by SHELTER, Inc.

YEAR IN NUMBERS



57,334 meals served at all of our shelters



325 Thanksgiving meal care packages distributed to families

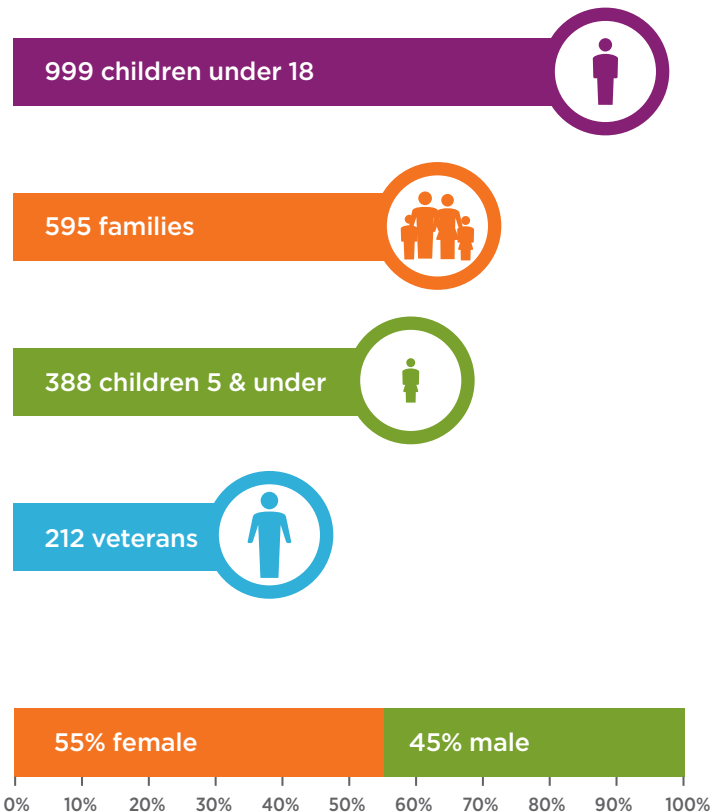


492 family holiday wishes fulfilled

WHO YOU'VE HELPED

Your support allows us to serve those in our community with the greatest needs. By providing housing in combination with services, we can help secure stable housing for our most vulnerable neighbors.

YOU HAVE ASSISTED:



Behind the numbers are real success stories. These people were able to change their lives thanks to supporters who make SHELTER, Inc.'s work possible.

"What I cherish most about SHELTER, Inc. is that the staff does not just do their job, but they go above and beyond to help their clients get through everyday life struggles. Because of all of the love, care, encouragement, and support from SHELTER, Inc. I am confident now that my family will be successful in reaching our goals." – Janice



"I am living my best life right now." – Tee B., Veteran

PARTICIPANT STORY

Meet Heidi

Heidi was homeless, addicted to drugs, and unable to take care of her 10-year-old son. After learning she was pregnant, she enrolled in a recovery program and found faith. She began to believe that there was more for her life, and her children's life. With no money, no job, and unable to stay with family, she arrived at

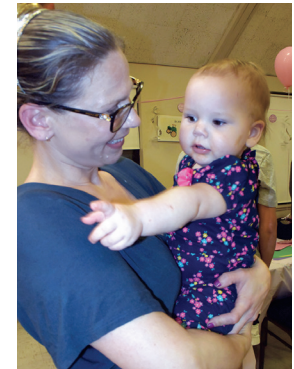


SHELTER, Inc.'s Family Shelter in Martinez with her two children. There, Heidi says, she found support that allowed her to rebuild her life and she began to do "the work."

Heidi took advantage of SHELTER, Inc.'s services to get herself back on the road to self-sufficiency.

"I worked with a case manager and came up with a plan to eliminate barriers that were holding me back from being successful," said Heidi. "I will never forget all of the staff and volunteers at the shelter. I hope they know how much they impacted my life and contributed to my success."

With SHELTER, Inc.'s employment services, parenting classes, counseling, financial resources, housing search assistance, and support from her case manager, Heidi got a job and ultimately was able to get a home of her own.



"It was bittersweet when we finally were able to move out of the shelter and into our very own place," said Heidi. "I will never forget that feeling of total accomplishment the day we moved. All of the hard work paid off and now with the support from SHELTER, Inc. and my recovery community, I can continue to achieve my goals and to give my children the life that they deserve."



MISSION IN ACTION

SHELTER, Inc. Expands in Solano County

SHELTER, Inc. began its first services outside of Contra Costa County by providing housing services to Solano County's homeless in June 2018. In February of 2019, SHELTER, Inc. began operating our shelter in Fairfield. On day one there were 56 people at the shelter, and less than six months later, more than 200 families and individuals had received help and housing.

The operation of our Solano County housing and shelter services are just the beginning of helping community members struggling with homelessness in an underserved area. Using the service-rich program model that SHELTER, Inc. is known for, those in Solano County have access to extensive case management,



housing assistance, employment services, and much more, to assist the participants in their journey to self-sustainability.

There are so many stories to share – many that are seemingly hopeless conclude in a happy ending. One such story is that of a family that came to the

shelter after being evicted from their apartment in Fairfield where they had lived for decades.

“Claudia” cared for her 91-year-old mother “Rose” and had nowhere else to turn when she was referred to SHELTER, Inc. for help. Claudia and her mother moved into the shelter while Claudia worked to find a

better job to increase her income.

What was most important to Claudia was the ability to take care of her mom, with the goal of having their own home again before the holidays. Ultimately, through SHELTER, Inc.'s employment services and financial planning help, and a lot of persistence, Claudia landed a dream job in Arizona. Her time at the shelter allowed her to save enough for a deposit and rent. Claudia and Rose were able to achieve their goal and move to their new home, starting this new chapter in their life.



SHELTER, Inc. is also able to provide a safety net when people have nowhere else to turn. Unfortunately, the need for our services continues to increase. Our goal is not just to help people obtain permanent housing, but increase their financial stability through education and employment. Many partnerships formed this past year to make the delivery of SHELTER, Inc.'s mission possible in Solano County. Corporations, foundations, city, county, and state agencies are all working together to help the community combat homelessness.



VOLUNTEERS

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 shelters, Eagle Scout projects that improve the lives of participants, to sorting donations, our volunteers provide vital support to our mission. We could not do the work we do without the help of so many.



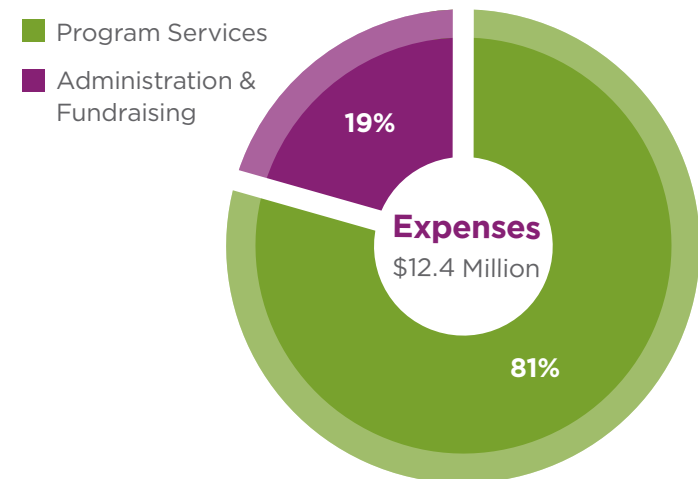
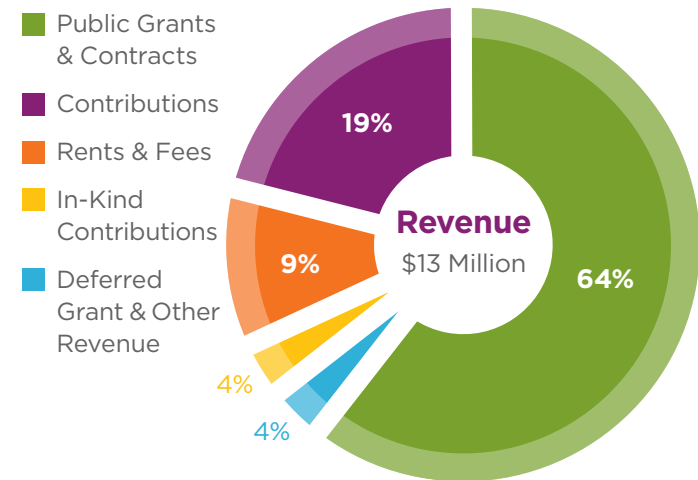
11,498
Hours served



1,312
Volunteers



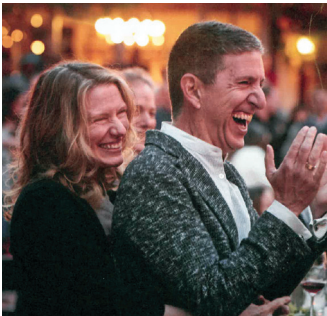
OUR FINANCIALS



MEET A DONOR

Three Generations of One Generous Family

Hal and Diane Steuber started a coffee delivery service out of their home in 1972, and it was a true family affair. During the formative years the entire family worked for the fledgling business. From these humble beginnings, the Steuber family grew their business,



Associated Coffee, far beyond the delivery of coffee to providing a full array of snacks, beverages and breakroom supplies to more than 7,000 customers. Interestingly, they were the only distributor of Starbucks

before there was a storefront presence in the entire Bay Area! Through their work together as a family, Hal and Diane cultivated community values that have transcended through the generations.

As members of Lafayette-Orinda Presbyterian Church, Hal and Diane learned about SHELTER, Inc. through the church's One Sunday service project at Mountain View Family Shelter. Diane says, "Seeing how families live together in one small room while they get back on their feet really touches me". Meanwhile, their friends from college days had become supporters of SHELTER, Inc. and invited them to a gathering at their home to learn more about the mission; enter "generation two".

As Hal and Diane's son, Tom, raised his own family here in the East Bay, he became a Boy Scout troop leader. After taking over the leadership at Associated Coffee, and serving the troop for more than 15 years, Tom was named Lafayette Citizen of the Year in 2016. Tom and his wife, Virginia, have carried on the values of service and generosity in their community, including supporting SHELTER, Inc., which brings us to "generation three".

Jared, Tom and Virginia's youngest child, chose the homeless families at our Mountain View Family Shelter to be the recipients of his Eagle Scout Service Project. He and



fellow scouts taught basic first aid skills and provided each family with a first aid kit to take with them as they moved into permanent housing. The families learned essential skills, and were also shown that the community-at-large cares about them and wants to help them succeed.

These highlights only scratch the surface of the good deeds of the Steuber family. However, the Steubers exemplify the heart of our mission and the philanthropic values that all of the donors on the following pages share.

THANK YOU TO OUR SUPPORTERS!

July 1, 2018 - June 30, 2019

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