

2018 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 deeply grateful for your generosity to SHELTER, Inc. during the 2018 fiscal year and we are proud of our families who became more self-sufficient and gained housing this year.

Our culture of embracing change and learning means that we regularly assess our participants' needs and create new programs to meet these needs. One of the changes in 2018 was the creation of Project Thrive – a new permanent supportive housing program which is serving the chronically homeless. This constituency is particularly difficult to serve due to chronic issues, which take a longer time to resolve. We are pleased to be providing these needed services and housing for some of our most vulnerable neighbors.

Our participants drive the programs that we offer, and you, our generous donors, give us the tools to serve them. We could not meet the changing needs of our community without your partnership. Thank you for investing in our community and offering your neighbors the opportunity for transformational change for their families.

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 the families exiting Mountain View Family Shelter moved into a permanent home.

90% of families and individuals who were imminently at risk of losing their home remained in a permanent home.

84% of families and individuals without a home successfully moved back into a permanent home.

74% of the adults in our employment program became employed or increased their employment.

YEAR IN NUMBERS



8,456 people requesting assistance



10,191 hours of volunteer support



2,303 children and adults received housing assistance



26,280 meals provided at our family shelter



351 Thanksgiving meal care packages distributed to families



570 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:

939 children under 18



558 families



467 children 5 & under



194 veterans





PARTICIPANT STORY

Nicholas

Nicholas received an honorable discharge from the Navy in 2004 after serving a tour in Iraq. He never expected that more than a decade after serving his country, he would need the services of SHELTER, Inc.



PHOTO: GEORGE E. BAKER JR.

Nicholas and the mother of his son had separated, and in December 2017, he learned that his transitional housing program for veterans was ending due to the imminent sale of the property. His luck turned around when he received a referral to SHELTER, Inc.'s Supportive Services for Veteran Families (SSVF) program. His case manager was able to enroll Nicholas in HUD's veteran supportive housing program where he stabilized his life.

That good luck was now on a roll when he won a car through “Keys to Progressive” that also included many other prizes such as gift cards, roadside assistance and 6 months of insurance with AAA.

With the help of SHELTER, Inc. programs and staff, Nicholas received furniture, essential move-in supplies, the security deposit for his apartment and utilities, and his first month’s rent. Back on his feet, Nicholas is now able to play a stable role in his son’s life as he heads to high school.



PHOTO: GEORGE E. BAKER JR.

NEW PROGRAM

Project Thrive

Project Thrive is our newest permanent supportive housing program, designed to serve our most vulnerable community members – the chronically homeless; persons with a disability who have been homeless for at least 12 months and are prioritized through Contra Costa County's Coordinated Entry System. Half the program participants are enjoying their new homes at SHELTER, Inc.'s Pittsburg Family Center, which is now permanent housing for families and individuals, and half are housed in rental homes across the county in their communities of choice.

The centerpiece of the program is client-centered case management by staff trained in trauma-informed care, motivational interviewing, and harm-reduction approaches who link participants to health care, mental health counseling, budgeting & credit repair, benefits advocacy & housing assistance. As appropriate, clients are also referred to vocational education & placement services, outpatient drug/alcohol treatment, and educational services.

As participants regain housing stability, they can look ahead to other life goals, including reconnecting with family, as exemplified by the story of "Michael." Michael lost his housing after being a victim of violence which left him partially disabled and unable to work. Debilitating depression and the cycle of homelessness

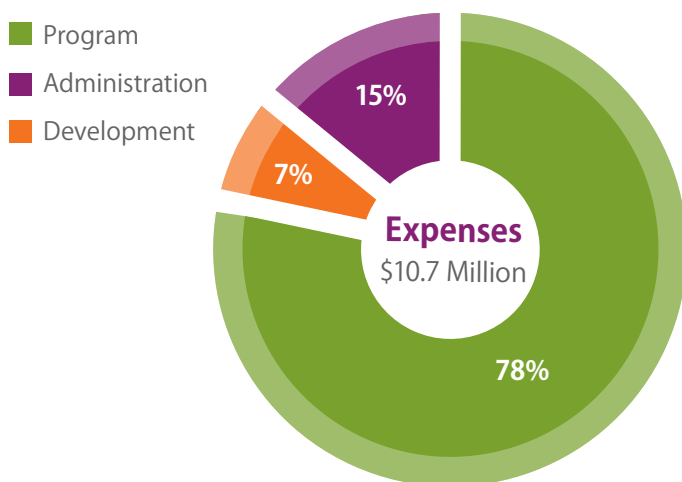
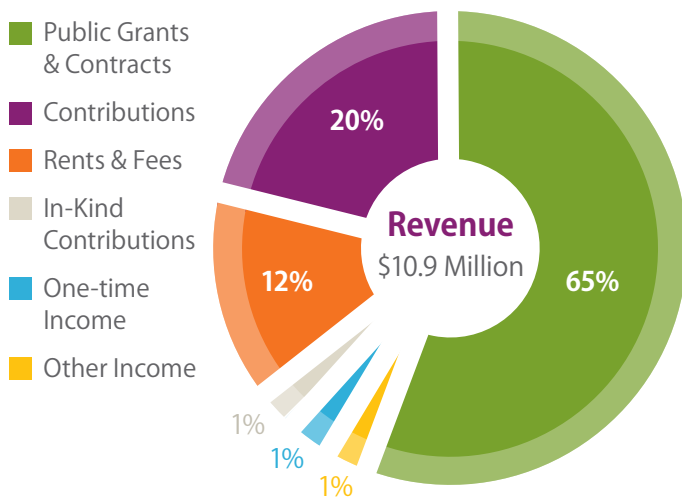
and despair helped to sever him from family, friends, and community bonds as he lived on the streets for over three years. Michael found his way to the county's Coordinated Entry System resources, resulting in a referral to the Project Thrive Program. Using the Housing First approach, and despite the challenges of maintaining communication during his intake and lease-up process, the SHELTER, Inc. team of providers worked with Michael to obtain vital documents, secure a master leased apartment that met his needs, and coordinated with the landlord to install an entry ramp and pull bars to further accommodate Michael's disabilities. Stabilizing Michael's housing situation brought his daughter back into his life. During a home visit, the case manager noted, "Upon arrival I witnessed the client assisting his teenage daughter with homework." SHELTER, Inc. is proud to receive and invest the community's support to help create success stories like Michael's.

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.





OUR FINANCIALS





SHELTER 

THANK YOU TO OUR SUPPORTERS!

July 1, 2017 - June 30, 2018

\$100,000 +

Project Hearth
Sunlight Giving
Tipping Point Community

\$50,000 - \$99,999

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