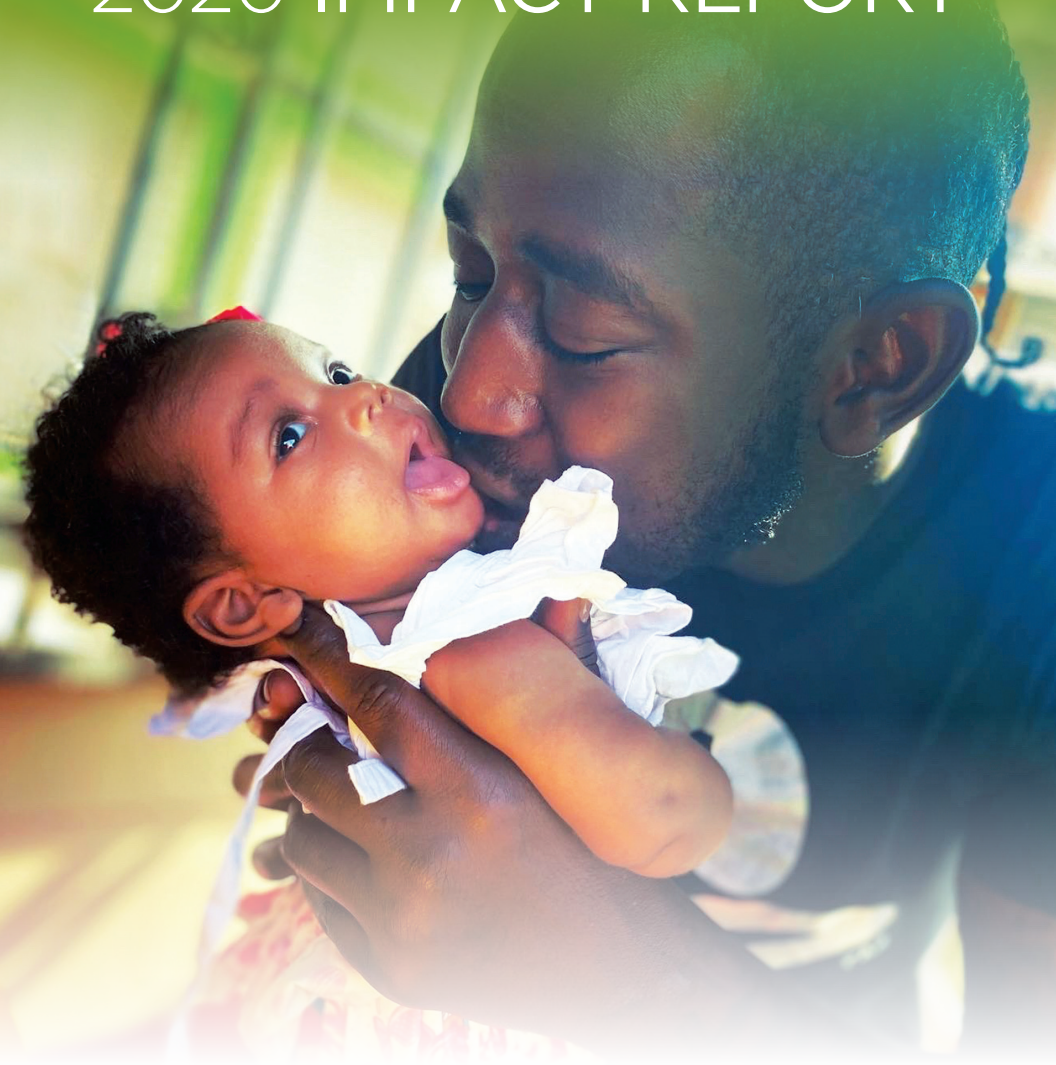


# 2020 IMPACT REPORT



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,

2020 provided tests and challenges like no other year in our lifetimes. Your contributions allowed us to meet the needs of those impacted by these unprecedented circumstances. The generosity of our supporters allowed us to serve more than 10,000 adults and children in the past year. We couldn't be more thankful to you for helping us make that happen.

The pages of the 2020 Impact Report show facts and figures that demonstrate the work we've done in our communities. You'll see where your generous donations have gone and how you can continue to help our homeless and at-risk neighbors regain or maintain self-sufficiency.

Part of our growth included an expansion into Sacramento County. In January 2020, we began operating the North 5th Street Navigation Center, which helps the chronically homeless men and women of the River District.

As we celebrate our 35th year, we're expecting to provide more than \$20 million in housing, rental assistance, and homeless services and we continue to expand our properties and programs to better serve families and individuals. This includes a new dining hall and state-of-the-art kitchen at SHELTER Solano, which will allow expanded capacity at the shelter as well as workforce development for participants.

These actions and our daily work helping families and individuals regain self-sufficiency could not be undertaken without the backing and goodwill of donors like you. We sincerely thank you for your dedication and kindness.

With gratitude,

**John Eckstrom, CEO**



### **Board of Directors** FY 19-20

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Vice Chair

**Paul DeChant, M.D.**  
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**Bill Stolte**

**David Waal**





## THE NEED

The needs of our Bay Area homeless and at-risk population increased significantly this past year due to the pandemic, and SHELTER, Inc. was one of the first local organizations to step in and provide assistance. We opened a hotline where families and individuals needing financial relief could request immediate aid. Very quickly, nearly \$400,000 was awarded to keep families housed.

Meantime, those enrolled in our shelter programs were further constrained by shelter-in-place orders, a lack of employment opportunities, and a reduction of available housing units. SHELTER, Inc. worked with county and state agencies to provide housing and assistance for at-risk families and individuals through programs like Project Roomkey, which offered temporary housing to those at a higher risk of contracting COVID-19. In doing so, we helped operate two hotels and served more than 800 people at those facilities.



**7,105**  
Calls for  
Assistance



**3,257**  
Children  
& Adults  
Receiving  
Housing  
Assistance





# 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.



**3,257** 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

**83%**

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.

**84%**

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

**69%**

Families & individuals without a home who successfully moved back into a permanent home with rental assistance

## 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.

**85%**

Families & individuals without a home receiving rent assistance once housed

**227**

Housing units leased and owned by SHELTER, Inc.

## YEAR IN NUMBERS



**149,040** Meals provided in our shelters



**296** Back to school backpacks distributed to children



**320** Thanksgiving meal care packages distributed to families

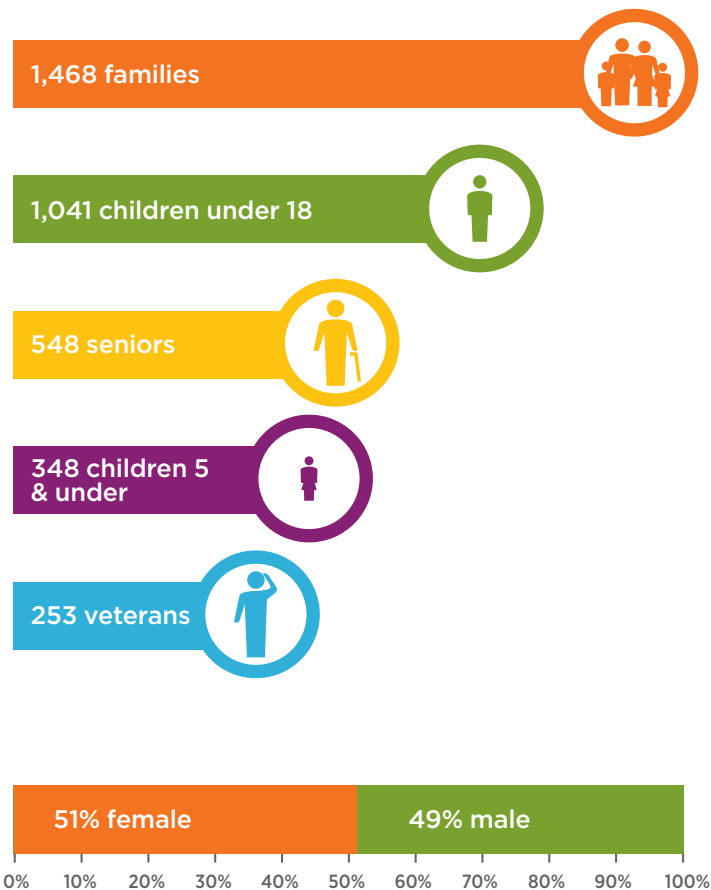


**822** Family holiday wishes fulfilled

# 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 those who need it the most.

## YOU HAVE ASSISTED:



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



"I can't even explain how much this help means to me. It's like having angels that helped me, and I don't know how to thank you enough." – Karol

"SHELTER, Inc. helped me become a dad again, and without them, I would not be where I am today. I found a way to change my life, but I couldn't do it alone." – Matthew



"Staying in the shelter changed my life. It helped me grow as a person. All of this help came from strangers. I am forever grateful to SHELTER, Inc." – Madalena



# PARTICIPANT STORY

## Meet Mark

Mark and Natalie fell on hard times after they lost housing when a family member passed away. With four children, the couple tried to stay with family, work minimum wage-paying jobs, and save money, but they kept falling behind. The couple wanted to keep the



family together, but the only housing they could find was at a shelter for women and children. The couple made the difficult decision for Natalie and the children to stay at the shelter while Mark lived in their van.

"It's not where anyone wants to be," he said. "We were homeless because we had no choice."

Mark would pick his family up from the shelter, take Natalie to work, and watch the children in the van. They lived this way for nine months.

*"It's a struggle daily to be that way and know that you have to take your kids to school but you have no home for them to come back to," he said.*

While using a homeless showers program in Martinez and getting food from another non-profit, Mark heard

about SHELTER, Inc. and the services we offer. The family was able to take advantage of our services, including financial literacy programs, counseling, and housing search assistance. They ultimately qualified for a home, and SHELTER, Inc. was able to assist with rent. The family was able to move in at the onset of the pandemic, where they sheltered-in-place safely together.

***"...don't give up!  
There is hope and  
help out there, like  
SHELTER, Inc."***

"Going through homelessness can be discouraging," Mark said. "You try to help your family and you get told 'no,' but don't give up! There is hope and help out there, like SHELTER, Inc. If there wasn't, my family would still be in a shelter and I would still be living in my van."



Natalie says it's a blessing every day to "wake up and shower in your own bathroom, not to have to live with other people and fear for our kids."

*"It was a very emotional and sad thing to go through, but we got through it. It was hard, but we are so thankful and happy...and finally home!"*

# MISSION IN ACTION

## **SHELTER, Inc. Expands in Sacramento County**

SHELTER, Inc., was awarded a contract by the City of Sacramento to operate the North 5th Street Navigation Center beginning



January 1, 2020. The Sacramento City Council voted unanimously to award the contract to SHELTER, Inc., which will celebrate its 35th anniversary of providing homeless services in Northern California in 2021.

“We are honored to partner with the City of Sacramento to tackle and address homelessness throughout the region,” said SHELTER, Inc. CEO John Eckstrom after the vote. “With our program-based best practice model, we will help individuals struggling with homelessness get off the streets and into housing.”

The shelter, located in the River District area of Sacramento, houses up to 122 men and women. On any given night, it is estimated that there may be more than 200 individuals living unsheltered within the boundary of the River District.

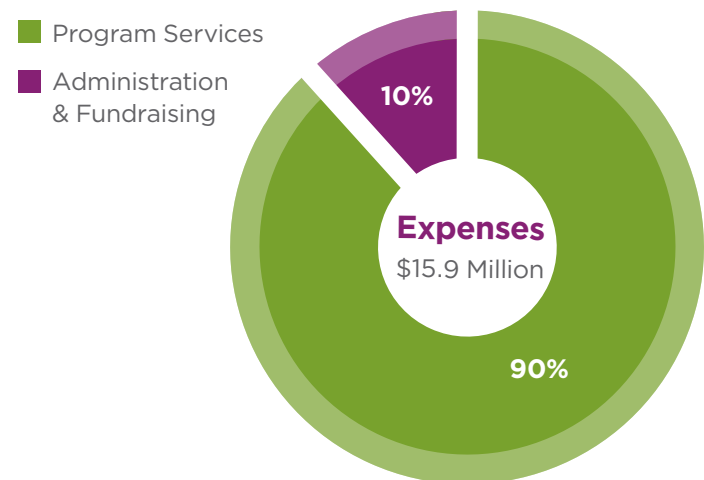
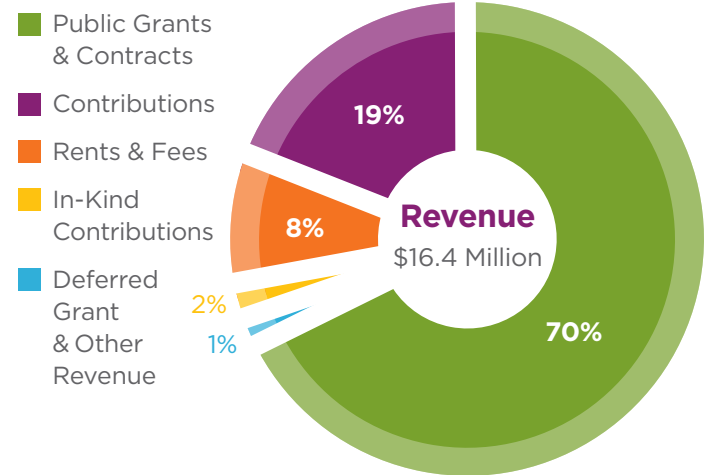
“Our programs offer those faced with homelessness; housing, services, support and resources that ultimately will lead to self-sufficiency,” Eckstrom said.







# OUR FINANCIALS



# THANK YOU TO OUR SUPPORTERS!

July 1, 2019 - June 30, 2020

## \$100,000 +

Affordable Housing Assistance  
J & P Aitchison Homeless  
Prevention Fund  
Quest Foundation  
Sunlight Giving  
Tipping Point Community

## \$50,000 - \$99,999

Contra Costa Regional Health  
Foundation  
Gemmer Family Fund  
Interfaith Council of  
Contra Costa County  
The Justice, Justice  
Foundation  
Pease Family Fund  
Wells Fargo Foundation

## \$25,000 - \$49,999

Bank of America Charitable  
Foundation  
Firedoll Foundation  
Crescent Porter Hale  
Foundation  
Lafayette-Orinda Presbyterian  
Church  
Carl & Judy Moore  
Fund at American  
Endowment Foundation  
San Francisco Foundation  
George H. Sandy Foundation  
Y & H Soda Foundation  
Solano Community Foundation  
Hal & Diane Steuber  
Fund at Schwab Charitable

## \$10,000 - \$24,999

Ameriprise Financial  
Anonymous (2)  
Anonymous Fund of the East  
Bay Community Foundation  
Capital One  
Eggen Family Trust  
Fair Oaks Presbyterian Church  
Sieg & Doris Fischer  
Foundation  
Haas Family Foundation Fund  
at Schwab Charitable  
Michael & Mimi Howard  
Huddart Family Charitable  
Fund of American  
Endowment Foundation  
Andy & Julie Hurd  
Kaiser Permanente Northern  
California, Diablo Region  
The Edward R. & Elizabeth  
A. Kozel Foundation  
Herbert McLaughlin Children's  
Charitable Lead Unitrust  
Alexander R. Mehran  
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Kathleen Parker Charitable  
Fund at Schwab Charitable  
Michael M. Peacock  
Foundation  
Purcell Family Charitable  
Foundation  
Sharon & David Rubens Fund  
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Thomas Savignano  
St. Timothy's Episcopal Church  
Mary Staunton  
Thomas & Virginia Steuber  
Fund at Schwab Charitable  
John & Donna Warnken-Brill

Westphal Family Foundation  
Bernard E. & Alba Witkin  
Charitable Foundation

## \$5,000 - \$9,999

Anonymous  
Lowell Berry Foundation  
Timothy & Susan Bottoms  
Robert & Alice Bridges  
Foundation  
Kevin & Diana Brown  
Joe & Stefanie Cannizzo  
Joyce Carden  
Donald & Carole Chaiken  
Foundation  
Clif Bar Family Foundation  
Cherida Collins Smith  
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Michael & Penelope Edwards  
Louise P. Hackett Foundation  
of the Hilliard Lyons Trust  
Company, LLC  
James H. Hattum  
Shannon Iden  
Kaiser Permanente Northern  
California, Napa/Solano  
Region  
Soren & Holli Kaplan  
Hal & Judy Leach  
Deborah & David Levy  
Steve Lovell & Dara Youngdale  
Janette D. Maher  
Neil & Amelia McDaniel  
Charitable Trust  
John & Kathleen Nicholson  
Dr. Fernando & Rosa Otero  
Our Savior's Lutheran Church  
Pacific Pension & Benefit  
Services, Inc.

Richmond Community  
Foundation  
Joe & Anne Roberts  
Share The Spirit  
William Stolte &  
Stephanie Peters  
Travis Credit Union  
Upjohn Fund of San Francisco  
William & Frances Vaculin  
Katherine Grace Welch

## \$2,500 - \$4,999

Judy Ackerhalt  
Roxanne & Tom Aitchison  
Anonymous (2)  
Anonymous Fund of the  
American Endowment  
Foundation  
Autodesk Foundation  
Bob & Sandy Bender  
Gordon & Elinor Berke  
John Berkley  
Klaus Berkner  
Robert & Janet Besse  
Lawrence & Janet Black  
BlackRock Financial  
Management, Inc.  
Mervyn L. Brenner  
Foundation, Inc.  
Wendi Cegelski  
Chevron Matching Employee  
Funds



Christ the King Catholic  
Church  
Concord Police Association  
Alan Cox & Jackie Carson  
Curtis At Your Service  
Construction, Inc.  
Julie Davis  
Kay Deane  
John Eckstrom  
Barbara Elenteny &  
Donald Rhoads

Richard Falck  
Louise & Chester Ferdun  
Patricia Frazier Fund  
at Pershing  
Bill & Kathleen Hamm  
In-N-Out Burger Foundation  
Jackson Square Partners  
Foundation of the Marin  
Community Foundation  
Matt & Margaret Jacobson  
Fund at Schwab Charitable  
Michael Kennedy  
Kienzle Fund of  
Vanguard Charitable  
Lafayette Community  
Foundation  
Douglas A. & Sandra F. Leich  
Bob & Carol Lowitz  
Markstein Beverage Company  
Colin McDonagh  
Pat H. McGrath &  
Kyra Kennedy  
Joanne & David Mechler  
Fund of The U.S.  
Charitable Gift Trust  
Erick Mechler  
Patricia Najarian  
Tom & Tracey Nettleship  
Debbie & Steve O'Neal  
Pacific Service Credit Union  
PG&E Corporation Matching  
Gifts  
Rotary Club of Walnut Creek  
Phillip & Shari Scott  
Shryne Group, Inc.  
Siemens Energy, Inc.  
Silicon Valley Bank

Simmonds Family Fund  
at Schwab Charitable  
The Soult Family Foundation  
Fund at UBS Donor-Advised  
Fund  
St. Perpetua Catholic Church  
William Stevens & Sarah  
Gopher-Stevens Fund at  
Schwab Charitable  
Scott Swisher  
Derek Taylor &  
Marcia Barrow-Taylor  
Mike & Margaret Teeter  
Temple Isaiah  
Charles & Patricia Trepinski  
George & Alice Turner  
Union Bank Foundation  
Walt Disney Company  
Foundation  
Bruce & Patricia Westphal  
Fund of Schwab Charitable  
Lorraine & Dick Whitehurst  
Peter & Susan Wickens  
Steve Wilcox

## \$1,000 - \$2,499

Lauren Abrams  
Dan & Carol Altwarg  
Anonymous (4)  
Alice Anthony & Alex Iantuono  
Armstrong Fund at  
Ayco Charitable Foundation  
Athens Administrators  
Community Group  
R. Mitch & Carolyn Avalon  
Craig & Sheryl Bacharach  
Bank of America Matching  
Gifts  
Bay Alarm  
Rodney Berry  
Black Diamond Electric  
Steven Bliss & Malaika Stoll  
Dawn Block Foundation  
at Schwab Charitable  
Michael Bowers  
Bruce & Mary Jo Brady



**\$1,000 - \$2,499 cont'd**

Brekke Fund of the  
Bank of America Charitable  
Gift Fund  
Spencer M. & Tracy J. Brog  
Scott Brown  
Karl & Monica Byers  
The Cappa Family Fund at  
Morgan Stanley Global  
Impact Funding Trust, Inc.  
Nancy Carlston  
The Carter Family Fund  
at Vanguard Charitable  
Raymond & Karen Cauyani  
Carol & Paul Causey  
Jane Caveny-Brown  
Jeanifer Centeno-Grullon &  
Kenneth Grullon, MD  
Craig & Cara Chase  
Clif Bar & Company  
Thomas Cole &  
Helen McKennon  
Conrad & Elizabeth Corbett  
Patrick Core  
Robin L. & A. Gail Crawford  
Crossroads Christian Church  
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David Dennis  
DeNova Homes, Inc.  
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Francelia Eldridge  
Chris & Allison Farnitano  
Susan Farrell  
James Feld  
John Fullem  
Don & Joan Gale  
Genentech Matching Gifts  
Ariel Gessler Architects  
Lynn Gitomer & Daniel Weiner  
Bennett & Andrea Gleason  
Paul & Janet Goetz  
Teresa, Elliott &  
Mackenzie Goodwin  
Shirlee & Scott Graff  
Barbara & Rob Grant  
Bernice E. Greene  
Donna & Robert Grier

Kathy Guy-Stanley &  
Jim Stanley  
Nathan Haese &  
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Beverley & Albert Hillman  
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Mark Mahaney Fund of  
Morgan Stanley GIFT  
Marsh & McLennan Insurance  
Agency LLC  
The McLin Family Foundation

Jerry & Debbie Mellin  
Patsy Mickens Fund of  
Morgan Stanley GIFT  
Albert & Ana Moreno  
Anna Mulvihill  
Louis & Carolyn Nadolski  
Sharon Nelson & Larry Gray  
Jim & Leanne Noe  
Thomas R. O'Brien  
Ockels Family Fund of  
Schwab Charitable  
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Rob O'Reilly  
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Jack Peterson Foundation  
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PTLA Real Estate Group  
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Amber Tucker  
Jack Unroe  
James & Vallarie van Hoften  
Morne van Staden  
David & Laura Waal  
Ray & Nancy Wack  
Barry & Nancy Waldman  
Shirley C. Wang Fund of  
Vanguard Charitable  
Gene Weisbrod &  
Kathy Minard  
Bill Uhlman & Rachel Westlake  
John Wied & Cindy Andersen  
Raymond & Elizabeth Witbeck  
Sandra Wolfe

**\$500 - \$999**

O2 Marketing & Design  
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AHA! Movement  
Alpha Kappa Alpha  
Sorority, Inc.

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Anonymous (2)  
AssetMark Inc.  
Mima Baird, Ph. D  
Nate Ball & Evelyn Mathews  
Vickie Barclay  
Carol Berlier  
Jeff Blackburn  
Blast Analytics Marketing  
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Brown Family Fund of the  
Renaissance Charitable  
Foundation  
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Matt & Noel Lee Brush  
Mark Burton  
Matthew Bush  
Cahn Giving Account of  
Fidelity Charitable  
Kia Campbell  
Peter & Paula Carpenter  
Sharon Castilla  
Carol Chan-Zuckerman &  
Ronald Zuckerman  
Lisa Cline & Jon Maieschein  
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Costco Wholesale  
Gerald & Joanne Cunningham  
Gary & Linda Darnsteadt  
Melissa Dawson  
Days Inn, Pinole  
David Dobson & Cecilia McCloy  
Earl Family Fund at  
Fidelity Charitable  
Karri Eggers  
Lee Farrell Fund at  
Schwab Charitable  
Felde/Gray Gift Fund at  
Fidelity Charitable  
Minnie & Samuel Feldman  
Family Charitable  
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Arlene Kaufman  
Rosalind & Sung-Hou Kim  
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Lloyd & Jody Kitazono  
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David MacMurdo  
James & Claire Marchiano  
Shanle Maria  
Richard & Kathleen Marshall  
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Vidal Martinez  
Robert & Phyllis McEwan  
John & Sunne McPeak



**\$500 - \$999 cont'd**

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Philanthropic Ventures  
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Nicholas & Linda  
Franco-Minorsky  
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Michael Moore  
Sharon Mowat  
MUFG Union Bank  
Denise & Bob Murphy  
Nasstrom Family Fund  
at ImpactAssets  
Daniel & Nancy Oditt  
Kathleen O'Neill  
Orinda Community Church  
Walter & Vickie Pease  
Patty & John Phillips  
Amy Price  
Price Gallegos Group  
Peter Raisbeck  
Jim & Eddie Reiter  
Family Fund  
John & Laura Reynolds  
Barbara Rhodes &  
Lee Thomas  
Jan Richardson  
Michael & Charlene Robinson  
Fund at Bank of America  
Charitable Gift Fund  
John Russi  
Bob Sanchez  
Sheldon Satnick  
Ilene & Andy Scharlach  
Fund at Schwab Charitable  
The Frederick Schleich Fund  
at Vanguard Chartiable  
Leslie Schreiner &  
Timothy Thor  
Susan Schumann  
Mary Shepherd  
Raquel & Daniel Silva  
Brad & Amy Skepner  
Dan & Lynda Smith  
Mark & Joyce Smith

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Diablo Vista  
Soroptimist International of  
San Ramon Valley  
SPI Consulting Engineers, Inc.  
St. Francis of Assisi Church  
John & Suzanna St. Jacques  
Shirley Staib  
Anne Staunton  
C. Stieger Fund of  
Fidelity Charitable  
Straub Fund of  
Fidelity Charitable  
Charles & Stephanie Sutton  
Synopsis  
Tamkin Family Fund at  
Bank of America Charitable  
Gift Fund  
Frances Taylor  
Sreenivas Tejomurtula  
The Doctors Company  
Christopher & Eleanor  
Thomas  
Richard & Penny Thomas  
Kathleen C. & Richard H.  
Thompson Fund of  
Vanguard Charitable  
Andrea Trader-Mckenna &  
John Paul McKenna  
Frank & Beth Trafton  
Charles & Nancy Treat  
United Way California  
Capital Region  
Martin & Irlene Van Ardenne  
Brian & Karen Vikstrom  
Walnut Creek Host Lions Club  
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Stephen Walton  
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Sherry & Amir Wang-Axelrod  
Wave Broadband  
Ray & Ae Hui Weaver  
Stuart & Kim Weinstein  
Peter & Teresita Wells  
Richard Whitmore &  
Jacinta Pister  
Don & Lorie Wilborn  
Sandy & Barry Williams  
Diana Wolcott

**\$250 - \$499**

Julie Adelson  
Marilou Altonaga  
Dennis & Mary Andrew  
Anonymous (9)  
Robert Armijo  
R. Lyndon & Joan S. Arscott  
Todd Auker  
Dee Auld  
John Aurelius  
Barham Family Fund at  
Fidelity Charitable  
Caedmon & Kathryn Bear  
Fund at Schwab Charitable  
Ed & Linda Best  
Joe Bittner  
Robert & Jennifer Blevans  
Bette Boatmun  
Margaret Bolla  
Lisa Boner  
Boundary Gate  
Richard & Kathleen Bowles  
Thomas Bridges  
Nikki Broman  
Charles Brown  
Sherry Brown  
David & Judith Burke, M.D.  
Gail Burke  
William Burke  
Robert & Angela Byland  
Sarah Cahill  
Timothy Carlson  
James & Maureen Carro  
Christine & Glenn Chase  
JPMorgan Chase  
Erika Christiansen  
Algerine Clayton  
Julie Clemens  
Matt Coan  
Michael & Leanne Colvin  
D'Amico Family Fund at  
American Endowment  
Foundation  
Michael & Freyda Davis  
Robert & Mollie Davis  
Scott & Kerry Davis  
Joshlyn De Ala



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Benton & Kathleen Deane  
 Bob Demos  
 Rika DeVore  
 Carl & Mary Di Giorgio  
 Joseph & Diane Disharoon  
 Dolby Match Program  
 Javad & Marilyn Dolla  
 James DuCharme  
 Sean Dugan  
 East Bay Community  
 Foundation  
 East Bay Formosan United  
 Methodist Church  
 Mark & Lori Edelstone Fund  
 of Morgan Stanley  
 EF Construction  
 Marie Egolf & Frank Ascagnio  
 Timothy Elenteny  
 Graydon & Holly Eliot  
 Leslie Ellis  
 Steven & Kobi Enochian  
 Susan & William Epstein  
 Bill & Anna Evans  
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 Wayne Fettig  
 The Fieldman Family Fund at  
 Morgan Stanley Global  
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 Stuart Forman & Barbara Nash  
 Milton S. Frank Co., Inc.  
 Steven & Meg Freedman  
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