

2024 Impact Report



INSPIRING PEOPLE • CHANGING LIVES • ENDING HOMELESSNESS



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We believe **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, budgeting, 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 and counseling.

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

Investing In People's Lives

Dear Valued Supporters,

This past year, your generosity extended a lifeline to 5,824 individuals who found renewed hope and a second chance. Among them were children, Veterans, and seniors — each facing the daunting challenges of rising food, fuel, and housing costs — which placed them at risk of eviction or forced them into shelters, vehicles, motels, or even the streets. But thanks to your unwavering support, their lives were transformed through access to housing, case management, and critical resources. You helped keep families united, ensured children stayed in school, provided housing stability, or helped families find new, affordable homes.

Your trust in our services and proven ability to support our participants has been the key difference between homelessness and a fresh start for many. We are deeply grateful for your unwavering commitment.

Rising living costs, economic uncertainty, and unexpected crises such as job loss, medical emergencies, or domestic violence have placed more people at risk of homelessness across Contra Costa, Solano, and Sacramento counties. Your generosity provides essential emergency shelter, rental assistance, and wraparound services offering stability and hope to those in need. Families stay together, individuals rebuild after trauma, and our communities grow stronger through your compassion.

The following pages showcase our work over this past year; we hope you join us in celebrating the impact for our participants and our communities. None of this would be possible without you!

With our deepest gratitude,

John Eckstrom, Chief Executive Officer





7,724
requests
for
assistance



5,824
children
and adults
receiving
assistance

The Need

For many families already living on the edge of financial instability, the future grew even more uncertain as they struggled to recover from the lingering effects of the pandemic. The nation's tentative economy compounded their challenges. The simple comforts of life — turning on the air conditioning during a heatwave, warming their homes in winter, taking a beloved pet to the vet, or repairing a car needed to get to work became unattainable luxuries.

According to the Department of Health, Housing, and Homeless Services in Contra Costa County, more than 1,000 households are qualified for permanent supportive housing each day, but they remain waiting for the resources to finally arrive. The need is not just overwhelming; it's heartbreaking.

These aren't faceless statistics; they are people and families with dreams, desires, and an urgent need for stability. They are searching for a lifeline and the opportunity to create a better life. SHELTER is committed to being that lifeline, working tirelessly to bring hope and relief to those who need it most because every person deserves the chance to rebuild their lives with security and dignity.



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). ●●●●●

Navigation Centers Temporary shelter for families and individuals. Provides services focused on access to permanent housing and self-sufficiency. ●●●●●●●●●●

Rapid Rehousing 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 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.

5,824
children and adults receiving assistance

Your Impact: How Your Help Changed Lives

Preventing Homelessness

Keeping a family in their home means that jobs are retained, families are fed, and children stay in school and are safe. Prevention services begin with a needs assessment to determine the amount of rental assistance needed.

\$5,179

Average amount of financial support per family provided

99%

Families & individuals who were imminently at risk of losing their home retained their housing

Ending the Cycle of Homelessness

Homeless families and individuals receive housing and support services including employment, education, counseling, and household budgeting to help regain self-sufficiency.

75%

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

60%

Families and individuals without a home 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.

240

Housing units leased and owned by SHELTER, Inc.



Year in Numbers



275,820 Meals provided in our shelters



387 Back to school backpacks and supplies distributed to children



281 Thanksgiving meal care packages distributed to families



716 Family holiday wishes fulfilled



Who You've Helped

Your support allows us to serve those with the greatest needs. Providing housing, wrap-around services, and critical resources leads to self-sufficiency and stronger communities.



You Have Assisted:

5,824 total served



3,444 adults 18-61



1,938 children under 18

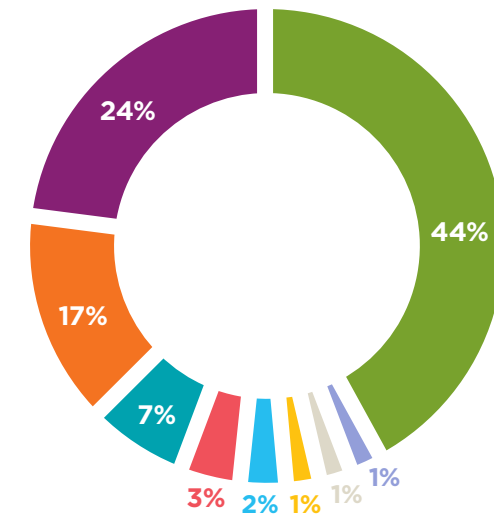


440 seniors over 62



Of the 5,824 participants we served last year, **326** were Veterans.

Race/Ethnicity of Participants:



- Black or African American
- Multi-Racial
- White
- Hispanic/Latino
- Asian
- Native Hawaiian or Other Pacific Islander
- Unreported
- American Indian or Alaska Native
- Middle East/North African

Participant Testimonials

What our participants are saying....

"SHELTER, Inc. has provided me with the opportunity to create stability for myself and my children. I use the tools SHELTER has taught me to maintain what I have and move forward in life." – **Tatiana**

"SHELTER, Inc. helped me when no one else would. Every step of the way, they were there, making it possible for me to secure housing. The support they provided helped me get through some of the toughest times, giving me a roof over my head and a place to call my own. When I think of SHELTER, Inc., I think of a safe place that supported me when I needed it most." – **Jimmy**

"SHELTER, Inc. has been a safety net for me during the lowest point of my life. It has been nothing short of a life-saving miracle." – **Don**

"SHELTER, Inc. helped my son and me get off the streets by providing us with a nice two-bedroom apartment in El Cerrito. We had been sleeping in my car until we heard about SHELTER, Inc. They also provided us with gas, clothing, and food. The staff is very professional and attentive, and I am incredibly grateful for everything they've done for us." – **Mr. Joseph Hyson**



Mission In Action

Cooking Up a Future

SHELTER is transforming lives with the launch of our groundbreaking Culinary Arts Program at our Beck Avenue Navigation Center (formerly SHELTER Solano). As the first program in Solano County to provide homeless individuals with professional food service education and skills training, this innovative and comprehensive 10-week program addresses a significant service gap by delivering specialized instruction and Food Handler and ServSafe industry certifications. Participants not only acquire essential culinary skills but also gain qualifications that lay the foundation for future employment.

Our comprehensive approach extends beyond the kitchen — participants receive professional development,

financial coaching, job search support, resume building, and interview prep. Graduates can secure industry certification and even potential employment with SHELTER's partners in the area.

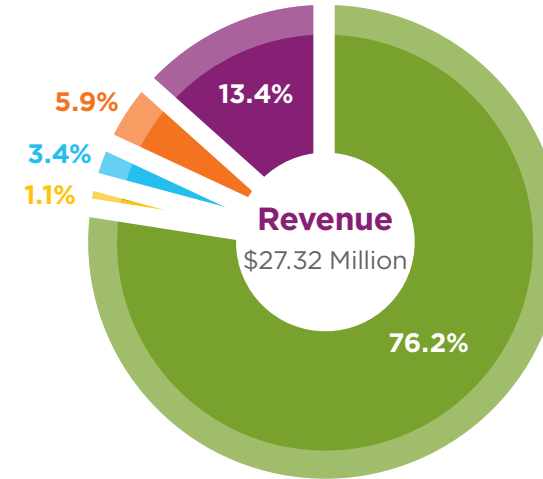
Our Culinary Arts Program and our extensive wrap around services are a powerful combination that lead to self-sufficiency and pave the way for brighter, sustainable futures for our participants.

Looking ahead, we plan to expand into social enterprise ventures including catering services, farmers market participation, and a café run by program graduates. This program is just the beginning of our vision to create sustainable economic opportunities for those we serve.

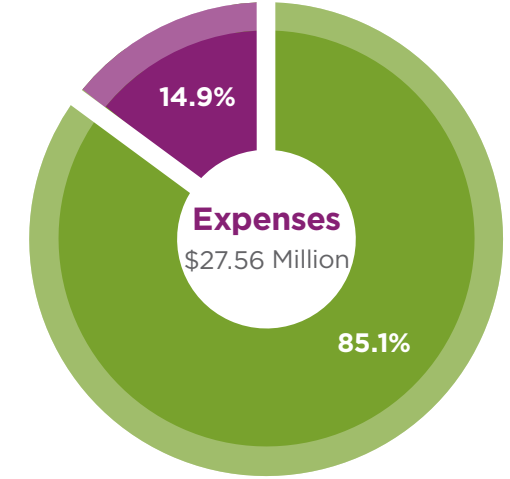




Our Financials*



- Public Grants & Contracts
- Contributions
- Rents & Fees
- Investments
- In-Kind Contributions



- Program Services
- Administration & Fundraising

*As prepared internally.



Thank You To Our Supporters

July 1, 2023 - June 30, 2024

\$100,000 +

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\$50,000 - \$99,999

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We also want to acknowledge the other donors who made personally significant gifts of up to \$99, but are unfortunately limited from this listing by space constraints. We are grateful for your support! We also extend our special thanks to the hundreds of in-kind donors who gave items to meet the basic needs of our families. These gifts were valued at nearly \$318,334.

Leaving a Legacy

Making a planned gift is a wonderful way to show your support for SHELTER, Inc. while meeting your own personal, financial, and philanthropic goals. If you wish to learn more about making a gift through your will, retirement account, and other planned gifts, please visit www.shelterinc.giftplans.org or call 925.968.5667.



Our Mission 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.



P.O. Box 5368,
Concord, CA 94524

**Thank you for ensuring families
have food, shelter, and a fresh start!**

Ways to give:



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