



**HomeFirst[™]
Services**

Where Homelessness Ends

1980 *Serving our community for 40 years* 2020

Annual Report 2020



Happy 40th (Ruby) Anniversary

HomeFirst Services was incorporated in 1980 as a 501(c)(3) nonprofit corporation as Emergency Housing Consortium. We truly are a grassroots organization as the founders were a group of voluntary community leaders who rallied together to find housing for nine families rendered homeless by a fire. We've gone through a couple of name changes since then—EHC LifeBuilders and now HomeFirst Services, but the core mission has remained consistent for four decades. Provide an invaluable service to the community by working tirelessly to eliminate homelessness in Santa Clara County. In essence our vision has always been **to end homelessness**.



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FY19-20

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Vice Chair/Treasurer

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Hafiza Jameela Stratton

FY20-21

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Executive Leadership Team

Andrea Urton

Chief Executive Officer

René Ramirez

Chief Operating Officer

Stephanie Demos

Chief MarComm Officer

Lori Smith

Chief Development Officer

Art Stein

Chief Financial Officer

NOTE:

Until the end of FY19-20, i.e. June 30, 2020, Lori Smith was Director of Development reporting to Stephanie Demos as CDO.

Effective July 1, 2020 Lori was promoted to Chief Development Officer and Stephanie became Chief Marketing Communications Officer.

In a Year Like No Other

*"It was the best of times, it was the worst of times, it was **the age of wisdom**, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of light, it was **the season of darkness**, it was **the spring of hope**, it was **the winter of despair**."*

— Charles Dickens



Board Chair
Jonathan Joannides



CEO
Andrea Urton

Who knew when this year, our 40th Anniversary, began we would be looking back to 1842 when Charles Dickens wrote this familiar quote for a way of putting into words the extraordinary times we are currently experiencing?

Frankly on July 1, 2019 when this fiscal year began things looked very positive for HomeFirst Services—solid financial and organizational health, completing one three-year strategic plan and beginning the process of a strong new plan, a healthy economy and positive trends in our goal of ending homelessness. But it is our responsibility to report out on the year that ended on June 30, 2020 from the vantage point of tremendous challenge—most relevantly, the threat of the COVID-19 virus.

We know, for sure, that there are at least 10,000 individuals of all ages, all circumstances who will go to bed tonight homeless in Santa Clara. We know that we serve more than 5,000 each year, yet it can, at times, feel like nothing more than the proverbial drop in the bucket. We know we are making a difference. We are housing individuals and families and moving hundreds of others further along the path to permanent housing. Our services span a continuum of care from prevention and street-based outreach to emergency shelter and supportive services. We are providing housing in many ways—bridge housing communities, emergency interim housing, scattered site housing alternatives, affordable housing in family living centers and permanent supportive housing.

As Spring brought COVID-19 to our doorstep, HomeFirst Services reacted swiftly to respond to the needs of our communities most vulnerable—those who are housing insecure. Unfortunately, at times this even included some of our own staff. First and foremost, we committed to maintaining safe environments for shelter guests, various program clients and staff. Read about the steps we took and how well we have fared.

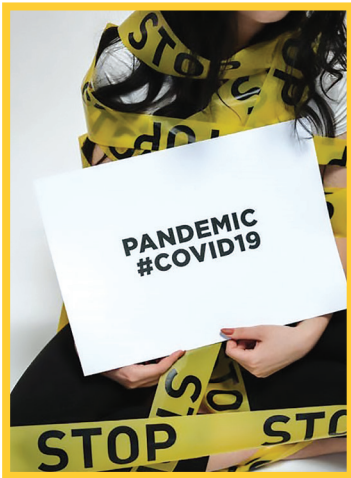
As we look forward to an uncertain future, let us be inspired by another Dickens quote, less well known, but clearly relevant to who we are and what we do to find a home for everyone. **"Home is a name, a word, it is a strong one; stronger than magician ever spoke, or spirit ever answered to, in the strongest conjuration."**

Lastly, thank you for all you do to support HomeFirst Services throughout the year, year after year.

In the time of COVID-19

The year 2020 presented two unique dilemmas—the worldwide spectre of the COVID-19 pandemic and a crescendo of actions and consequences in response to racial uncertainties and social injustice right here in the US. Both presented very real responses and responsibilities to HomeFirst Services—our clients, our staff, our community.

Our staff has done an incredible job against impossible odds, yet it is clear that this is a long-term reality. We count on and appreciate the community's continued support..



Although COVID-19 is a threat to everyone, those we serve—especially those who are unhoused or living in congregate shelters are among the most vulnerable. If they have been housing insecure for a long time their vulnerabilities are likely escalated presenting real world health threats that make them especially fragile.

Living unhoused has real world consequences to

trying to maintain sanitary standards that can be preventative. Our staff has been diligent in wearing their masks, washing their hands, maintaining social distancing and monitoring their temperatures.

- Shelters were transitioned from essentially nighttime facilities to 24/7 sites encouraging guests to stay in or immediately around. This is to minimize their contact with others for their own protection as well as that of others.
- Shelters employed high level, high quality sanitization products and protocols.
- The capacity of all shelters was reduced to enable us to keep beds separated by at least six feet from one another. This necessitated the opening of additional sites which HomeFirst Services did, in concert with the County and the City of San Jose.
- All on-site volunteering had to be temporarily suspended so meal preparation for a greatly increased number of guests fell on the BRC kitchen staff.
- Guests and staff (i.e. by definition “essential workers”) follow strictest guidelines when symptomatic.
- Free and frequent testing was offered and anyone testing positive was isolated per County standards.
- As necessary motel rooms with food delivery were utilized for those in isolation.



“We view homelessness as a human rights issue, and it’s a basic human rights principle that rights are interdependent. It’s hard—or even impossible—to go to school, to work, to vote, to keep a family together, if you don’t have food to eat, health care for body and mind, or a home to live in. Ending and preventing homelessness in America is a matter of basic social justice.”

—Maria Foscarinis Founder
& Executive Director, Law Center

- Because we, too, view homelessness as a human rights issue we cannot help but view instances that disproportionately disrupt the communities we serve as relevant. Our clients and our staff were deeply affected by the deaths of George Floyd and Breonna Taylor, by the protests that followed.
- And so we published position statements to lend assurance and solidarity. We adopted a new value to our Conscious Culture—Activism as it relates to social justice and racial equity. We continue to work to show our shelter guests, clients, staff, partners and the greater community that we aspire to embody cultural humility and that we are intolerant of racism and all the inequities it represents.
- We are committed to speaking out, to taking a stand, to avoiding personal prejudices from manifesting intolerance. We are intent on continuing to learn from one another encouraging dialogue and opportunities to becoming more aware and more active.
- We challenged our staff to vote—an act that is far too often undervalued. Acknowledging that even today, not everyone is given an equal opportunity at the ballot box. We invited staff to take up to four hours paid time to complete an act of community outside of work.
- There is a long way to go, but uniquely this time—with all its despairs—is an opportunity to do what is right.

Strategic Planning & Conscious Culture

We kicked off a new 3-5 Year Strategic Planning process this year and we look forward publishing the Plan in early 2021. We continued the process even as the pandemic arrived mid-fiscal year, completing the following key steps:

Key Steps

- 1. Discovery**—Extensive stakeholders, both internal and external, provided insight into how the agency is perceived, how are programs and service delivery are judged and so much more.
- 2. Identity**—Analysis of Business Lines by Mission Impact using Matrix Mapping provided what's working, what needs work.
- 3. Analysis**—Measuring Trends and Impact to current business model and consider what we keep, what we reconsider and what we replace.
- 4. Action**—Create a Strategic Business Plan with overreaching goals, strategies and tactics.

At the end of the day we continue to focus on ending homelessness, this process is to create a road map for getting there. Look for the new plan in the next few weeks. We look forward to your feedback.

One of the key discoveries in the current Strategic Planning process was how essential and elemental the team sees Conscious Culture to inform everything we do, every strategic and tactical decision we make—not just for the external world but essentially for our clients, shelter guests and staff.

We took a look at our Values:

Creativity

Respect

Excellence

Responsibility

Passion

Teamwork

We added a new value as especially critical for remaining a leader in providing essential services to our community as well as operating as the kind of business that is relevant, reflective of current events and a great place to work. We added:

Activism

The genesis for this value were many—our longtime perspective of homelessness as an issue of social justice and inequity, the social unrest of the past year and the passion our staff experiences in seeing the disparities not only our clients live, but their own lives as well. So far we have:

- Relunched our internal Cultural Diversity and Inclusion Workgroup (CDIW), publishing quarterly internal newsletters created by employees.
- Created intentional public position statements on current events such as the killing of George Floyd and Breonna Taylor, and recently dissolved Silicon Valley Organization's political action committee. (See example on facing page.)
- Hosted process groups for staff—at all levels—to discuss personal reactions to incidents of social justice, protests, civil unrest and more.
- Empowered all staff to take up to four hours of community engagement time for a cause or activity they are committed to supporting.

STRATEGIC PLANNING TEAM

Andrea Urton
Art Stein
Carlos Salazar
Jonathan Joannides
Kelly Sumner
Lori Smith
Nicholas Dinh
Oliver Roll
Rene Ramirez
Stephanie Demos
Facilitator: Jeanne Labozetta



"Injustice anywhere is a threat to justice everywhere."

Rev. Dr. Martin Luther King, Jr.

On May 25, 2020 police killed George Floyd viciously and unjustly. The horror of his last minutes were captured and replayed again and again on social media. "I can't breathe", is now an anthem against injustice. Mr. Floyd's death is just one of a long history of cruel reminders that in our society for far too long black lives have not mattered. In fact, the lives of anyone of color have undeniably been devalued and marginalized.

We have to do better.

At HomeFirst we work daily to end homelessness, a burden disproportionately carried for far too long by men, women, and children of color. This is an indisputable fact.

We can do better.

We can all become allies against racial injustice. We can listen with humility and without being defensive. We can educate ourselves and extend our voices. For the men and women of the color of their skin, cannot walk, drive, congregate even on familiar awareness that their personal safety may at any time be threatened, empathetic and consciously involved to help make a lasting change.

Dr. King also said, *"The time is always right to do what is right."* We will do better. **#blacklivesmatter**

We will do better. #blacklivesmatter

Sincerely,

HomeFirst Executive Team:
 Andrea Urton, CEO, Rene Ramirez, COO, Stephanie Demos, C
 Director, Art Stein, CFO, Lori Smith, Development Director, E
 Assistant
www.homefirstcc.org



"I want justice for her. I want them to say her name."

Tamika Palmer, Breonna's mom

On March 13, Breonna Taylor, a 26-year-old EMT with dreams of becoming a nurse, went to bed in the home she shared with boyfriend Kenneth Taylor, unaware that just after midnight she would die.

As Breonna and Kenneth slept three Louisville, Kentucky Metro Police officers - Jonathan Mattingly, Brett Hankison and Myles Cosgrove - showed up to execute a "no-knock" warrant. There are conflicting stories about if they announced themselves loudly enough and according to procedure, but the fact is that the officers used a battering ram to force the door open and charged into the apartment with guns drawn.

Thinking it was a home invasion, Kenneth shot at the intruders hitting one officer in the leg with his legal firearm. What followed was a hailstorm of some two dozen bullets, as many as eight of which hit Breonna. At least one of those shots proved fatal. Breonna died in her own home. She was a first responder, aiming even higher to be a healer. Her life matters.

This past week a wholly unsatisfying legal proceeding failed to name either of the three officers responsible for Breonna's death. Incredibly the grand jury did return an indictment for "wanton endangerment" for endangering her neighbors. Nothing for Breonna.

Her mother Tamika Palmer told The Courier Journal, "I want justice for her. I want them to say her name. There's no reason Breonna should be dead at all." **Now echoes of "Say her name" are now showing up on billboards, t-shirts, masks, signs and more. But it's not enough.**

This is a matter of social injustice, just as homelessness is a matter of social injustice because it does not affect everyone equally. There are clear biases and inequities based on race, gender, ethnicity and more. And it is essential that we name these things when they occur and that we continue to speak uncomfortable truths aloud.

People have been protesting in Louisville every night since March 13, more than 100 days. For the most part these absolutely legal protests have been peaceful. Such protests, such freedom of expression is exactly the tactic used by our nation's founders when standing up against corrupt power, visceral injustice.

While we cannot easily reconcile this travesty of justice, we are committed to doing better, being better - and to that end we will be supporting HomeFirst Services branded messaging such as "Say her name" on staff t-shirts. We encourage staff to join the Cultural Diversity & Inclusion Workgroup (CDIW) by attending CDIW workshops, joining our CDIW book club, etc. Our ELT team is participating in race equity dialogue sessions where the outcome will be a concrete plan for response to race equity issues moving forward. We will continue to offer process groups for staff in response to gut wrenching events such as these as they arise. These outlets for personal expression and community discussion also focus on action we can take to respond as needed. **We are hard at work on creating true Diversity, Inclusion and Equity throughout HomeFirst.**

As we said after George Floyd's death - **We have to do better. We can do better. We will do better** because **#blacklivesmatter**. Let's work together to make a difference every day at work and in the community.

Your HomeFirst Services Executive Leadership Team,
 Andrea Urton, CEO, Rene Ramirez, COO, Stephanie Demos, CMO, Carlos Salazar, HR Director,
 Art Stein, CFO, Lori Smith, CDO, Erica Andrade, Executive Assistant
www.homefirstcc.org

September 29, 2020



Programs & Services

As I reflect on the past year, the word “grit” comes to mind. As a homelessness service provider, the pandemic, of course, has been the most impactful, but 2020 challenged us all in so many other ways. Wildfires turned our skies eerily red and ravaged neighboring communities, social injustice brought rage to our streets, and we once again read far too many names in our annual homeless memorial. But, in a year like no other, we also witnessed people coming together—whether it was to take our unhoused neighbors off the street or to lock arms and act against social injustice—we mustered courage at every step. I am so proud of how our HomeFirst family has risen to the occasion.

While our agency has felt the impact of unprecedented times, let me give you a ‘big picture’ overview of what we have done to continue to meet the needs of a growing constituency as more and more people are rendered housing insecure in Santa Clara County.

- We set out to strengthen our infrastructure to better support a quickly growing staff and better serve our homeless community.
- We created a robust training department to support staff development.
- We doubled our Data & Evaluation resources to better enable us in making data driven decisions, and we established a facilities department to manage properties, maintenance, food services, and fleet.
- The hiring of a Facilities Director proved to be an invaluable decision, bringing us a very talented woman in Elizabeth Macapanpan. Although we hired Elizabeth in December 2019, to lead the new Facilities Department, her expertise in infection control became critical just months later. As COVID-19 hit our community, Elizabeth led our response effort by establishing preventative measures through renewed practices and procedures, upgraded supplies and equipment, and constant leadership and support. Her guidance has made a huge impact on the safety of our staff and those we serve. With an increased population of unhoused neighbors, HomeFirst flexes to meet new demands.
- As the first wave of COVID-19 washed over us, we partnered with the City of San Jose to open several emergency shelters in a matter of days.
- We brought online expanded programming, with more wrap-around services, launched California’s first ever Bridge Housing Community and continued to tackle ending street homelessness for our Veterans.
- We were also awarded several contracts for additional interim and permanent housing programs to roll-out in FY21.

Our team was unstoppable, despite uncertainties and is un-wavered with all that remains. Our HomeFirst family has battled what seemed like insurmountable odds. Instead of running from what was happening, they become part of the solution—overcoming fear and showing up every day. And not to do easy work, but to meet each new challenge with moxie, with our homeless community in mind.



Rene Ramirez, COO

Highlights

- **Grew our agency to 261 employees, up from 185 in the previous year**, and expect to hit 350 in FY 2021
- Restructured our **Training Department** and established a **Facilities Department**
- Expanded our **Clinical Services Department**, doubling in size
- **Served more than 5,000 people and housed nearly 700** in the fiscal year FY 2020

Outlook:

- Awarded **Emergency Interim Housing** projects that would open in Fall and Winter totaling 198 private units
- Launching an enhanced field-based **Outreach Team**, coupling counselors, case managers, and outreach specialist to support key encampments in San Jose
- Awarded funding to create a new **Rapid Rehousing Program serving 150 households**

Programs & Services/Emergency Shelter

Emergency Shelter

Without a doubt the single most impactful challenge of the year—especially on the Emergency Shelter team—was the onset of the COVID-19 pandemic beginning in April. Both the BRC and Sunnyvale permanent sites dramatically reduced headcount to enable safe social distancing at the same time as the headcount of those seeking shelter rose. Additional congregate shelter sites were added as quickly as possible. The growth in total daily shelter guest stay by site is illustrated below.

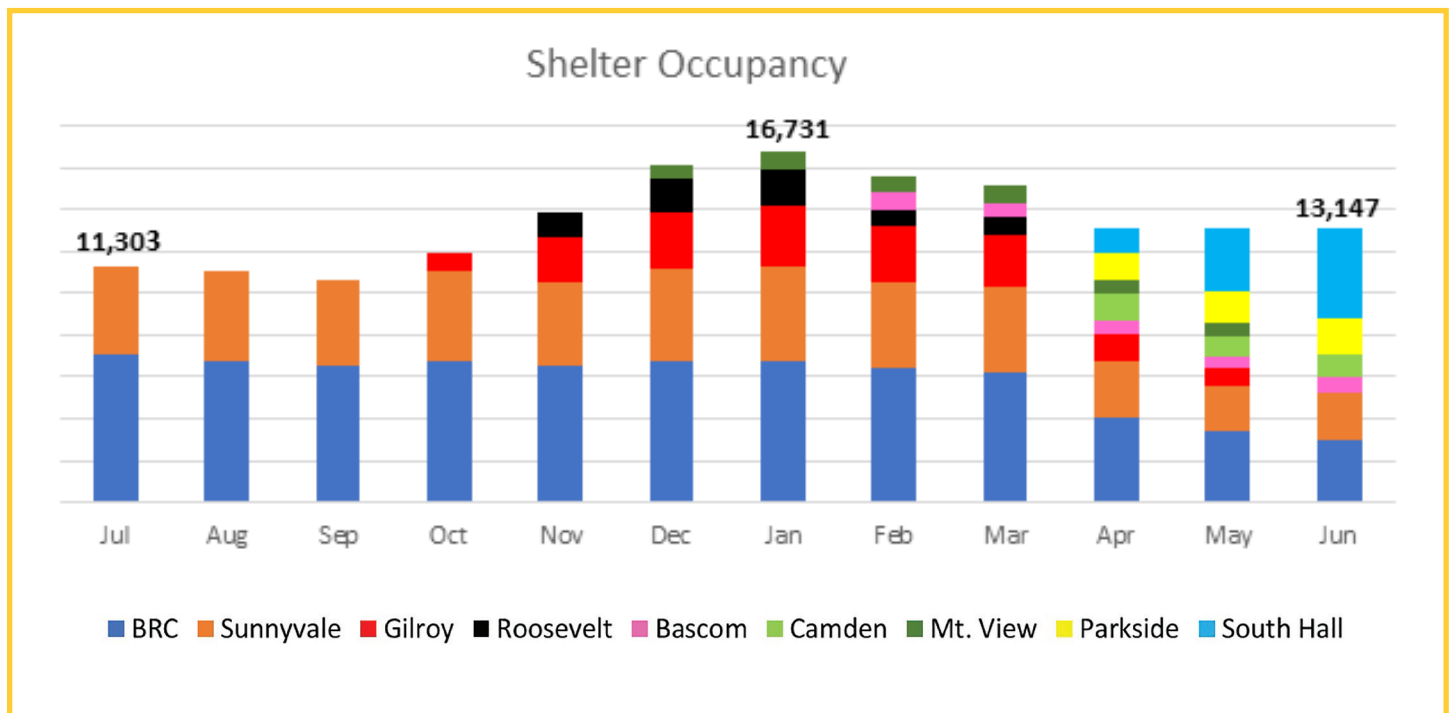


*Neelam Wadhvani,
Director, Shelter Services*

TEMPORARY SHELTER	OPEN	CLOSE
Roosevelt	11/19/2019	4/13/2020
Camden	04/22/2020	Still open in June 2020
Parkside	04/01/2020	Still open in June 2020
South Hall	04/15/2020	Still open in June 2020

The Gilroy Cold Weather Shelter scheduled to open in November, opened early on 10/15/2019. A new North County Cold Weather Shelter was opened on 12/2/2019. Both were converted to 24/7 facilities and both continued in operation through the close of the fiscal year.

Additionally, throughout this period, hundreds of shelter guests were transitioned to temporary hotel room stays for isolation because of either COVID-19 exposure or vulnerability.



Programs & Services/Support Services

Support Services

The Support Services Team manage interim housing programs, deliver rapid rehousing programs and provide outreach to encampments in San Jose to identify, assess and monitor status of those living on the streets in an effort to bring them into appropriate programs.

- Street-based Outreach
- Bridge Housing Communities
- Rapid Rehousing Program
- Emergency Interim Housing
- Interim Housing Programs



*Beatriz Ramos,
Director, Support Services*

Highlights

- Opened the **City of San Jose's first Bridge Housing Community (BHC)** on Mabury Road. **Governor Gavin Newsom** and **San Jose Mayor Sam Liccardo** along with several City Councilmembers and **Santa Clara County Supervisor Joe Simitian** attended the official opening. The site, also known affectionately as a 'tiny home' facility, actually offers 40 individual sleeping cabins, a common building with a kitchen and pantry, computer lab, dining room and staff offices adjoined to a second building with bathrooms, showers and laundry facilities. The second site is anticipated to open by the end of the year. **This long-awaited program provides a transitional housing option for guests on their way to securing permanent housing in the near future.** At both sites dogs will be welcome providing residents with a treasured connection.
- The planning phase for two **Emergency Interim Housing (EIH)** sites has been finalized with our team set to open one site for single adults and a second adults-only site with some units for couples. All units have a private bathroom with a shower. Laundry, kitchen/pantry/dining, meeting space, a computer lab and dog run are also planned.
- **Outreach Teams** provided vital support additional support because of COVID-19, which included food and PPE distribution throughout the County.
- The **Rapid Rehousing Singles Program** enrolled at full capacity during the pandemic as team **Housing Specialists** continued to house clients successfully.
- The **Housing Problem Solving (HPS)** support continued to provide critical support to those already housed who need additional support, and those seeking shelter with additional HPS support.
- **The Homeless Helpline** received a record number of calls seeking assistance.

Mabury Bridge Housing Community

(1) Exterior of individual sleeping cabins, (2) Cabin interior, (3) interior of kitchen/dining/meeting room.



Programs & Services/Clinical Services



*Maria Kastoras,
Director, Clinical Services*

Clinical Services

The challenges of housing insecurity are many. Supporting the mental health of the people we serve is essential to housing stabilization. Our new Clinical Services Team offers:

- Mental Health Supportive Services
- Drug and Alcohol Counseling
- Internship Program
- Intensive Case Management
- Permanent Supportive Housing—
with ongoing clinical support

Two Sides of the Story & Rethinking Some Urban Legends

Stereotypes—many unproven and unfair—persist assuming that most people who are homeless struggle with mental illness and/or substance use. This is true for only about 25% of the homeless population in the US who are chronically homeless. Homelessness for most is a result of the lack of affordable, available housing—especially in affluent Silicon Valley. Because of the cost of housing and inadequate incomes, even a temporary financial or life crisis—such as losing a job, the end of a relationship, death of a partner, or health emergency—can result in a loss of housing and homelessness. The homeless experience for this population is most often brief and non-recurring.

General or Situational Homelessness

While the pressures of being homeless can, and does at times, strain the mental health of an individual who is not chronically homeless provoking depression, PTSD and other stressors, minimal clinical intervention may be needed to help successfully navigate the journey of returning to stable employment/income, health care and housing.

HomeFirst's Clinical Services can provide temporary respite, reframing and problem solving through the process of becoming permanently and independently housed.

Chronic Homelessness

For those who are chronically homeless (i.e. experiencing homeless for at least a year or repeatedly while struggling with a disabling condition such as serious mental illness, substance use disorder or physical disability. Once they become homeless—regardless of what immediately caused them to lose their housing—it is difficult to get back into housing and they can face long or repeated episodes of homelessness. (65% of chronically homeless individuals live on the street, in a car, park or other location not meant for human habitation.)

Clinical Services can provide crisis counseling as well as ongoing mental illness and substance use interventions to stabilize someone in need of such support on an on-going basis. A small segment may require “permanent supportive housing” which pairs a housing subsidy with case management and supportive services, is a proven solution to chronic homelessness. It has been shown to not only help people experiencing chronic homelessness achieve long-term housing stability, but also improve their health and well-being. Investments in permanent supportive housing have helped decrease the number of chronically homeless individuals.

Source: National Alliance to End Homelessness/Homelessness in America/Who Experiences Homelessness

Programs & Services/Veterans Service

Veterans Services

In partnership with the Department of Veterans Affairs and Santa Clara County Office of Supportive Housing, HomeFirst Services offers a comprehensive menu of services for Veterans and their families:

- Shelter services
- Support Services such as case management, housing search, benefits and employment
- Transitional Housing
- Rapid Rehousing Program
- Permanent Supportive Housing



*Kelly Sumner,
Director, Veteran Services*



US Navy Veteran Eric Anderson holds the key to the home he secured with the help of our Veterans Services team who he now refers to as "family."

Highlights

- Kicked off expanded **Veterans Emergency Housing Assistance**, a function of the **Supportive Services for Veteran Families** program, enabling our Veterans Team to secure emergency hotel stays for more than one hundred Veterans coming out of congregate shelters and other living environments where they faced a high risk of COVID-19 exposure—including HomeFirst Services' own BRC.
- 184 Veterans served by the Department graduated from agency programming into **permanent housing**. This represents the team's strength and success in working with local landlords to secure viable options for permanent housing. Still more were housed by the Veterans Department and continue to access services toward long term housing stabilization.
- The **SSVF Shallow Subsidies** initiative provides low-income Veterans a fixed rental subsidy for up to two years in areas such as Santa Clara County characterized by high rates of homelessness and low availability of affordable housing. To encourage long-term self-sufficiency through employment, renters receive the subsidy regardless of any increases in their household income.
- 214 individuals who accessed services from the Veterans Department in 2020 exited with **increased or sustained income**, at an average increase of \$1448/month.
- 1,602 homeless veterans were housed since the 2015 launch of the **"All the Way Home"** campaign initiated by **San Jose Mayor Sam Liccardo** and **Santa Clara County Supervisor Dave Cortese**. Our team is proud to have played a key role in housing the vast majority of those veterans using landlord incentives so that 826 local landlords agreed to rent to homeless veterans. "We are doing our best work with a wealth of support and initiative," said **Kelly Sumner**.

Please note change to the fourth bulleted point above. The original text in the print version is in error.

Financial Summary

A Five-Year Perspective

	2020	2019	2018	2017	2016
REVENUE & OTHER SUPPORT					
Government grants	\$19,343,013	\$11,744,042	\$9,936,519	\$8,903,258	\$8,371,055
Private grants & contributions	\$2,318,371	\$1,881,104	\$1,240,733	\$1,484,457	\$1,462,406
Rental income	\$1,595,192	\$1,205,991	\$1,057,807	\$871,451	\$1,129,276
Service revenue	\$414,392	\$657,607	\$666,275		
Donated goods, services & rent	\$1,190,596	\$1,707,815	\$1,367,964	\$564,040	\$748,814
Special events	\$122,837	\$154,776	\$200,461	\$162,413	\$436
Interest income	\$2,554	\$608	\$292,150	\$285,601	\$258,995
Other revenue	\$283,661	\$206,463	\$122,946	\$726,699	\$378,476
TOTAL REVENUE	\$25,270,616	\$17,558,406	\$14,884,855	\$12,997,919	\$12,349,458
EXPENSES					
Program services	\$21,374,344	\$15,172,652	\$13,804,944	\$11,976,474	\$11,568,733
Management & general expenses	\$2,668,608	\$2,025,931	\$2,190,100	\$2,206,159	\$2,277,784
Fundraising	\$554,369	\$348,856	\$263,045	\$433,547	\$433,105
TOTAL EXPENSES	\$24,597,321	\$17,547,439	\$16,258,089	\$14,616,180	\$14,279,622

In a Nutshell ...

This has been a year of tremendous growth—having more than doubled in revenue from 2016 to 2020, and our plan for the coming years is to nearly double again.

This growth reflects the trust of our city, county and VA funders who make the depth and breadth of the programs and services we offer. Our individual, corporate and foundation donors contribute funds—primarily general operating funds which not only underscore their respect for the work we do and how we deliver services, but also endorse HomeFirst Services as a well run business in good times and bad.

The other driver—especially in the last half of the fiscal year is the unfortunate growing need for homelessness services throughout our community. We appreciate the support!

THANK YOU! THANK YOU! THANK YOU! THANK YOU!

INDIVIDUALS & FAMILIES

\$25,000+

Mark & Mari Donnelly

\$10,000 - \$25,000

John A. & Susan Sobrato
Janice & Thomas Berthold
Scott Lefaver & Liz Yee Lefaver
Anonymous
Harita & Jayendra Patel
Linda Chin & John Parissenti
Steven Kleiman & Helen Bradley
Mary Ellen & Tom Genovese
Daniel & Charmaine Warmenhoven

\$5,000 - \$10,000

Oliver Roll & Nasha Fitter
Paul & Deborah Baker
Derek & Valerie Sanders
Allen & Cynthia Ruby
Melanie & Christopher Harrell
Teresa Patron
Heinz & Theresia Binder
Suresh & Suzanne Bhat
Omar Family Charitable Fund
John & Tashia Morgridge
Chad & Elizabeth Steward
Edgar Thrift, Jr. & Gail Ross Thrift

\$2,500 - \$5,000

Leslie Daniels & Michael Logue
Leonard Shen & Susan Cohen
John & Penny Pollock
Stan & Karen Watt
Nicholas Dinh & Lien Nguyen
Rohit Rishi
Stacey Robinson
Eleanor Smith
Gary & Nicola Gordon
Rosanne & Dana Reed
Janet & Eric Hagquist
Shawna Rosen & David Keith
Jeff & Cathie Thermond
Duncan & Tanya Winn
Andrea Urton

\$1,000-\$2,500

Roger & Marie Conley Smith
Sri Venkat & Sylvie Lemeur Venkat
Juliet Belko
Armanyous Bassem
ChiHua Lee
Peyton Longlet
James Montanaro
Elene Terry
Stephen & Mary Ellen Barasch
Joyce & Patton Milligan
Michael & Victoria Pope
Adam & Cheryl Sweeney
Tom & Linda Waldrop
Samuel & Mary Winklebleck
Timothe Hockin
David Fowler & Kathleen Demetri
James & Alison Barta
Laura & Jeff Robbin
Wendy Bartlett
Philip Letts
Laura Liccardo
Suzy Papazian & John Affaki
Joseph Lichy & Elizabeth Greyber
James & Margaret Shulman
Debbie Caminiti
Richard & Juanita Miyashiro
Kirk & Kimberly Heinrichs
Shelia Watt
Janette Mello
Courtney Behm
Pamela Berry
Martha Johnson
Anonymous
Thomas & Kathleen Ormseth
Lorraine & Dean Johnson
Art & Heidi Stein
Needamaglam Balachander
Paul Billig
Megan Brewster
Lee Dardis
Bruce Edwards

\$1,000-\$2,500 Cont'd

Pamela Berry
Martha Johnson
Stephanie Demos
Thomas & Kathleen Ormseth
Lorraine & Dean Johnson
Lis Hammel
Robin Hayr
Sheryl Heckmann
Quin Kennett
Lis Hammel
Lorraine Lee
Jacqueline Lincoln-Owyang
Peggy O'Laughlin
Carole Payne
Claire Pennline
John Ralston
Lis Hammel
Robin Hayr
Sheryl Heckmann
Matthew Seal
Andy Steingruebl
Adrian Taylor
Tae Yoo
Robert & Denise Aitken
Aniruddha Vaidya & Neerja Bhat
Frank & Lisa Bizarro
Marlene Somsak & Jerry Burger
David & Susan Burwen
Kwun-Nan Lin & Hsiu-Chuan Hsu
James & Claire Lakner
Roger & Marilyn March
Stephen & Jennifer McHenry
Jim & Teresa Ojeda
Byron & Stephanie Scordelis
Nicholas Steiner & Melissa Tronquet
Leslie & Christopher Yates
John Egan

FOUNDATIONS, SERVICE & FAITH-BASED ORGS., NPO'S

\$100,000+

Thomas R. Bettencourt Endowment Fund
Destination:Home
David & Lucile Packard Family Foundation
Kaiser Foundation
\$50,000 - \$100,000
Legacy San Jose Alviso Youth Foundation
Hurlbut-Johnson Charitable Trust
Sobrato Family Foundation

\$20,000 - \$50,000

Ronald & Ann Williams Charitable Foundation
The Church of Jesus Christ Latter-Day-Saints

\$5,000 - \$20,000

Goddard Family Foundation
Ed & Gail Thrift, Jr. Our House Youth Endowment Fund
United Way of the Bay Area
Heffernan Foundation
Orrick, Herrington & Sutcliffe Foundation
Sunnyvale Presbyterian Church
Brandenburg Family Foundation
Chinmaya Mission San Jose

\$1,000 - \$5,000

Cupertino Rotary
Los Altos Community Foundation
Bellarmine College Preparatory
Mission Santa Clara
Tosa Foundation
Heaven's Helping Hand Foundation
The Church of Jesus Christ Latter-Day Saints – Sunnyvale Ward
Welcome Wagon #3
First Congregational Church of San Jose
Heart of West Michigan United Way
Raff Paisley Family Fund
Bethel Lutheran Church & School
Good Samaritan Episcopal Church
The Health Trust
Knowledge for Life
Thua Thien-Hue Friendship Association
Vanguard Charitable
Morrison & Foerster Foundation

CORPORATIONS

\$50,000+

Rippleworks

\$15,000 - \$50,000

Google
Apple

\$10,000 - \$15,000

El Camino Healthcare District
Forty Niners Football Company LLC
San Jose Water Company

CORPORATIONS, Cont'd

\$5,000 - \$10,000

Visa International
LinkedIn
Claddagh Construction, Inc.
Interra Systems
Technology Credit Union
Western Digital

\$5,000 - \$10,000

Heritage Bank of Commerce
Pai Homes LLC
ROEM Development Corporation
Simply Good Works
BPM LLP
Suhr Risk Services
F5 Networks
Hewlett Packard
Microsoft Corporation
Netflix
Adobe Systems, Inc.
Avidbank
NVIDIA
IBM Employee Services Center
Cisco Systems, Inc.
California Janitorial Supply Corp.
Ingram Micro Community Relations Fund
Sims Metal Management

Solely in the interest of space we have included a limited number of our fabulous donors. A list of every donation is posted on our website: www.homsefirstscc.org. We apologize for any error in attribution. Please contact us so that we can correct our records if we have misspelled your name or any other critical information.

Ways to Give

Contributed Income

Your generosity enables us to help more of our neighbors living with housing insecurity find their way home—to a permanent, safe and secure home of their own. It is written that “Giving is the greatest act of grace.”

There is virtually limitless potential in the area of donations. From Foundations—HomeFirst Services is delighted to benefit from large and small grants. From Corporations, grants tend to be more rare, but programs such as event sponsorship, employee matching gifts programs and donations tied to volunteer service hours are the core of their giving. It is individuals who provide the widest range of impact—from large bequests and memorial funds to cash gifts made on-line or by check, single gifts and monthly pledges that provide the greatest flexibility. HomeFirst Services is grateful for all gifts!



There are many ways to give—all greatly appreciated.

- Go on-line and make a gift of any amount securely with a credit or debit card. **Consider a recurring monthly gift.**
- Donate **stock or real property.**
Email: info@homefirstsc.org with questions and ideas.
- **Create** your own giving campaign to celebrate a birthday, anniversary, graduation. The satisfaction of involving friends, family and business associates can be greatly rewarding.
- Support our annual fundraising event **In From the Cold.**
- Make a lifetime gift by creating a **Legacy Giving Plan** with your financial planner—wills, donor advised funds, and more provide a way to build a lasting legacy.



Far left, 49ers showed up to serve a holiday meal at the BRC. Above, donating fresh food and groceries to the Mabury BHC site. Below, a corporate team creates feminine hygiene kits critical to keeping homeless women safe and healthy.



Volunteer

In 2020 we face extraordinary challenges with the COVID-19 pandemic which is an increased threat to our home insecure clients. Check out the website (www.homefirstsc.org) for individual and group volunteer opportunities. We look forward to welcoming individuals, families and groups to cook meals for our shelters, assemble move-in kits and so much more.

What They Say

*When I've been In need or in homeless situations, they've come and rescued me.
I love the staff. It just feels like home."*

— **Alexis, Emergency Interim Housing**



When you have that experience, you kind of understand where these people are coming from."

— **Formerly homeless staff Jennifer**



*Home means to me where you can open the door, go inside and you can feel some sense of
safeness, being comfortable and just let your worries kind of dissipate. And that all came true with
my housing experience with HomeFirst."*

— **US Navy Veteran Eric**



Sobrato Center for NonProfits

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 HomeFirstServices

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