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HomeFirst™ is a leading provider of emergency shelter, supportive services, as well as transitional and permanent housing opportunities for those who are homeless or living at risk of homelessness in Santa Clara County.

We serve more than 4,000 adults, veterans, families, and youth each year at seven locations including our Boccardo Reception Center, which is the County's largest homeless services center.

In 35+ years of experience, we've learned that everyone has the potential to get housed and stay housed.

We are relentlessly focused on eliminating barriers to housing and stability for everyone we serve.

message from our CEO



This past year was one of great significance for me as it was my first complete fiscal year as permanent CEO of HomeFirst. I am proud of the positive impact our extraordinary team has achieved.

Over the last twelve months, we've laid the groundwork for a strong, stable future in which HomeFirst retains its place as the preferred provider of emergency shelter and supportive services to those living homeless or at risk of homelessness.

Our key goals for FY2015-16 were to:

- rebuild agency infrastructure with key partners, collaborators, and constituents by rebuilding our finance team and executive leadership teams and adding key positions to support quality and process.
- optimize fundraising and program opportunities — setting the stage for vital major gifts and legacy giving programs and becoming Medi-Cal certified.
- define and implement best practice policies and procedures throughout the agency.
- lay the groundwork for a viable strategic plan for the future of HomeFirst.

Focusing on these goals has been an intense and rewarding process. We hope you will find the results as inspiring as we have, as we press forward in fulfilling the agency's unrelenting mission since 1980—to end homelessness.

We recognize what we do well, where we must continue to improve and how we will work with passion and resolve to meet the needs of our clients and the guests at our shelters.

There will be new goals and new challenges in the years to come, yet what a pleasure it is to know that we have the right infrastructure, the right people, and the right plan for maximum impact.

HomeFirst is quite simply an on ramp to services and housing for our most vulnerable neighbors. On the journey from homelessness to housed, we offer:

- emergency shelter
- critical support services
- transitional and permanent housing

Among the specific plans for the future, in fact, are improvements at the BRC, our primary emergency shelter—a state-of-the-art structure becoming as “green” as possible to give our guests a more welcome appearance and healthy environment.

If you are among the thousands of incredible volunteers, donors and staff who are part of the HomeFirst family, I thank you for your support over the years. Stay with us—there are exciting times ahead.

If you are a potential supporter, staff member or client, please check out our new website and follow us on social media. To get a great picture of what we've done this year, be sure to take a look at our highlights on page 15.

We work with the active support of a dedicated, knowledgeable and passionate Board of Directors who provide the wisdom, participation, and accountability that helps make this a truly great agency.

Please spread the word about the good work being done by the exceptional HomeFirst staff.

In gratitude,

A handwritten signature in black ink, appearing to read 'Cindy H. ...', with a long, sweeping horizontal line extending to the right.

emergency shelter



BOCCARDO RECEPTION CENTER (BRC)

The BRC is the largest homeless services center in the County, providing emergency shelter, mental health services, a medical clinic and respite program, life skills workshops, supportive programming, and job training, all designed to provide a path to permanent housing:

- providing 250 total beds for adults (expanded to 350 for inclement weather episodes).
- hosting the New Start Program, a job training option with individualized plans and coaching for up to 60 clients.
- including the following dedicated beds:
 - 18 transitional housing beds for homeless mentally ill adults referred by the County.
 - 20 beds for medical respite clients for whom a release from a hospital to homelessness is a serious health risk.
 - 48 beds for veterans participating in the Veterans Emergency Shelter Program (VESP) and Veterans Emergency Program—Special Circumstances (VESP SC).

The BRC is also the base for outreach to those identified as “chronically homeless.” Through encampment outreach, streamlined intake services, and one-on-one case management, teams work from the belief that everyone has the potential to get housed and stay housed.

In 2016, the BRC became the first shelter in the County to invite clients to bring along their dogs—providing a safe place for guests' pets and a visiting veterinarian program to help keep these beloved companions well.

“The only reason I'm here is that you have those kennels now. There's just no way I would come in without a safe place for my old pup. She's my only family and we've been together too long to be apart now. This is a really good thing and I love it that you have a dog doc to check her out.”



BOCCARDO RECEPTION CENTER (BRC),
COLD WEATHER SHELTER PROGRAMS,
& OVERNIGHT WARMING LOCATIONS
together provided overnight stays to
3,199
this year alone

VETERANS PROGRAMS

The BRC also houses a Veterans Resource Center available to any veteran in the County—offering a place to interact with others who served, space for workshops on life skills and safety, as well as comprehensive specialized resource specialists on benefits, housing, and more.

While the BRC houses a number of programs and services for homeless veterans, programs are also delivered in other locations such as Willow House in Menlo Park.

We have been highly engaged with the “All the Way Home” campaign led by San José Mayor Sam Liccardo and President of the Santa Clara County Board of Supervisors Dave Cortese, aimed at ensuring that all of the 700+ homeless veterans in the County are housed by Veterans Day 2018.

COLD WEATHER SHELTER PROGRAMS (CWSP)

HomeFirst has been managing cold weather shelters from late November to late March in Sunnyvale and Gilroy for the past two decades under County and City contracts. This year, there were some changes to service delivery to better meet the needs of the communities in which these seasonal facilities operate.

In June 2016, the agency was again awarded a contract to operate two CWSP sites: one in Gilroy and one in Sunnyvale, serving South and North County respectively during the cold weather season. These two facilities offer nearly 300 additional beds for families and adults to find refuge from the cold with warm meals, showers and more.

Guests participate in the CWSP through referral from partnering agencies throughout the County.

OVERNIGHT WARMING LOCATIONS (OWLS)

In alignment with the County's CWSP, the City of San José has empowered us to set up and operate four overnight warming locations—providing a warm place to sleep and two meals a day at locations within the City. These sites (with capacity of up to 30 guests each) are called into action—sometimes with 24-hour notice—when weather conditions are especially threatening. Guests are able to drop in at 9pm for the night on a first come, first served basis.

supportive services

building blocks to success



Supportive services are comprehensive, including extended housing support; case management for adults, families and youth; medical respite; harm reduction; life skills, therapy, and more.

Addressing the root causes of homelessness helps to inform service delivery and to increase the odds of success.

The top causes of homelessness reported by our clients were:

- 31% job loss
- 20% substance use
- 15% divorce or separation
- 13% being asked to leave by a family member
- 12% incarceration
- 10% eviction

When asked what would have prevented their homelessness, respondents reported:

- employment assistance
- rental assistance
- substance use counseling
- criminal record correction
- mental health services

Supportive services range from intensive case management with therapy to community bulletin boards and flyers.

339 clients utilized drop-in services—laundry/shower/meal service

Staff delivered more than 8,000 case management sessions

222 clients used medical respite services

187,214 meals were served

50+ students participated in homework tutoring & STEM Summer Camp

222 of 1,202 outreach contacts became clients



SOBRATO HOUSE YOUTH CENTER

The Sobrato House Youth Center is home to three vital programs to serve youth without a safe and stable place to live. Case management, residential, and supportive services are delivered to Transition Age Youth (TAY) youth who have aged out of the foster care system and need a safe place to build skills so they can be transitioned into the greater community.

Supportive services at Sobrato House under Emergency Placement for Non-Minor Dependents provide eight emergency placement beds for non-minor dependents between 18 to 21 years old. This is a stabilization center to support youth who are seeking housing and/or a longer term foster placement. This program assists youth in meeting the requirements of extended foster care and offers help with food, transportation, and clothing. Eligibility is determined by the Santa Clara County Department of Family and Children's Services.

STREET OUTREACH PROGRAM

The Street Outreach Program is based at the BRC and provides targeted services to individuals and families living on the streets within San José city limits. Case managers and outreach workers conduct basic needs assessments and are able to connect potential clients to appropriate services.

SUPPORTIVE SERVICES FOR VETERAN FAMILIES

The Supportive Services for Veteran Families program provides temporary financial assistance and services to help secure and maintain housing for up to 256 veteran households that are currently homeless or are at immediate risk of losing their current housing. The goal for veterans and their families in the SSVF program is to remain stably housed after this assistance ends.



transitional & permanent housing



housed!

Local and private agencies in the County spend about \$520M per year on services for homeless residents. Providing housing and support to chronically homeless individuals can greatly reduce use of expensive emergency rooms, courts, jails, shelters, and behavioral health treatment.

Homelessness is a public health crisis yet on any given night in Santa Clara County, more than 6,500 people are without stable housing. Exposure to the elements—long and short term—as well as susceptibility to contagion and chronic health challenges are contributing factors to the low average life expectancy of 47 years for those living on Silicon Valley streets.

The “Housing First” model successfully used throughout the U.S. is proven to reduce homelessness. It centers on providing a safe, stable place to live as quickly as possible, then sustaining housing through tailored supportive services and after care.

Housing First is the chosen model for the County and for HomeFirst. This is our investment in our most vulnerable neighbors—providing a path from homelessness to transitional and on to permanent housing as quickly as possible.

Our end goal is permanent housing.

“I still remember that day I went to HomeFirst. Me and my baby girls were living in our car and the Shelter.

I was praying, “I can’t do this any more,” and I think God led me there.

It’s embarrassing to need help. You feel ashamed.

But when you have someone standing behind you who understands what you’re going through, then you start to feel like it’s going to be ok.

This is just the beginning of our journey back to really being stable, but **I know we’re going to be ok.”**



John H. Boccardo Family Living Center



Sobrato House Youth Center



Sobrato Family Living Center

Our transitional and permanent housing programs for families are provided through several programs located throughout the County.

Low income housing for families with children under the age of 18 include John H. Boccardo Family Living Center (BFLC), with 26 transitional rental units in San Martin, and Sobrato Family Living Center (SFLC), with 50 units in Santa Clara. Both allow families to pay a below-market rental rate so they can build financial resources while working to achieve stability and permanent housing.

BFLC: The bilingual program manager maintains a small pantry of food and household supplies from which residents can “shop” in times of special need. Residents are encouraged to participate in a financial literacy program on budgeting and saving. A computer room, an annual backpack and new shoe drive, along with holiday meals and gifts, are especially popular. Eight units are reserved for migrant farm worker families during harvest.

SFLC: Through HomeFirst Tutor Club at SFLC, students receive weekly homework assistance and are encouraged to participate in our STEM Summer Camp so that they can begin the new school year running and on point. Backpack and shoe drives, meals at the holidays, and access to various community resources are available through the bilingual property manager. SFLC families also enjoy fun activities with the 49ers and the Sharks.

The Sobrato House Youth Center is a 19,000 square foot facility in downtown San José housing two additional programs serving youth without a safe and stable place to live.

The Transitional Housing Placement Plus (THP—Plus) program provides 24 months of housing, case management, and supportive services for youth aging out of the foster care system because they are at a higher risk of becoming homeless than peers. Some residents have children of their own who are included in case management considerations.

The Transitional Housing Placement Plus — Foster Care Program (THP Plus —FC) provides non-minor dependents in extended foster care with rental assistance to live independently. The program assists youth with grocery and transportation, helps with budgeting, developing a savings plan, and working on specific goals. Those with children of their own are included in case management planning.

Willow Street Housing—provides permanent housing with case management and activity coordination to 35 veterans who have been chronically homeless. The property—on the grounds of the VA center in Menlo Park—is a beautiful and inviting home base for those who served our Country.

financial summary

Consolidated Statement of Financial Activities

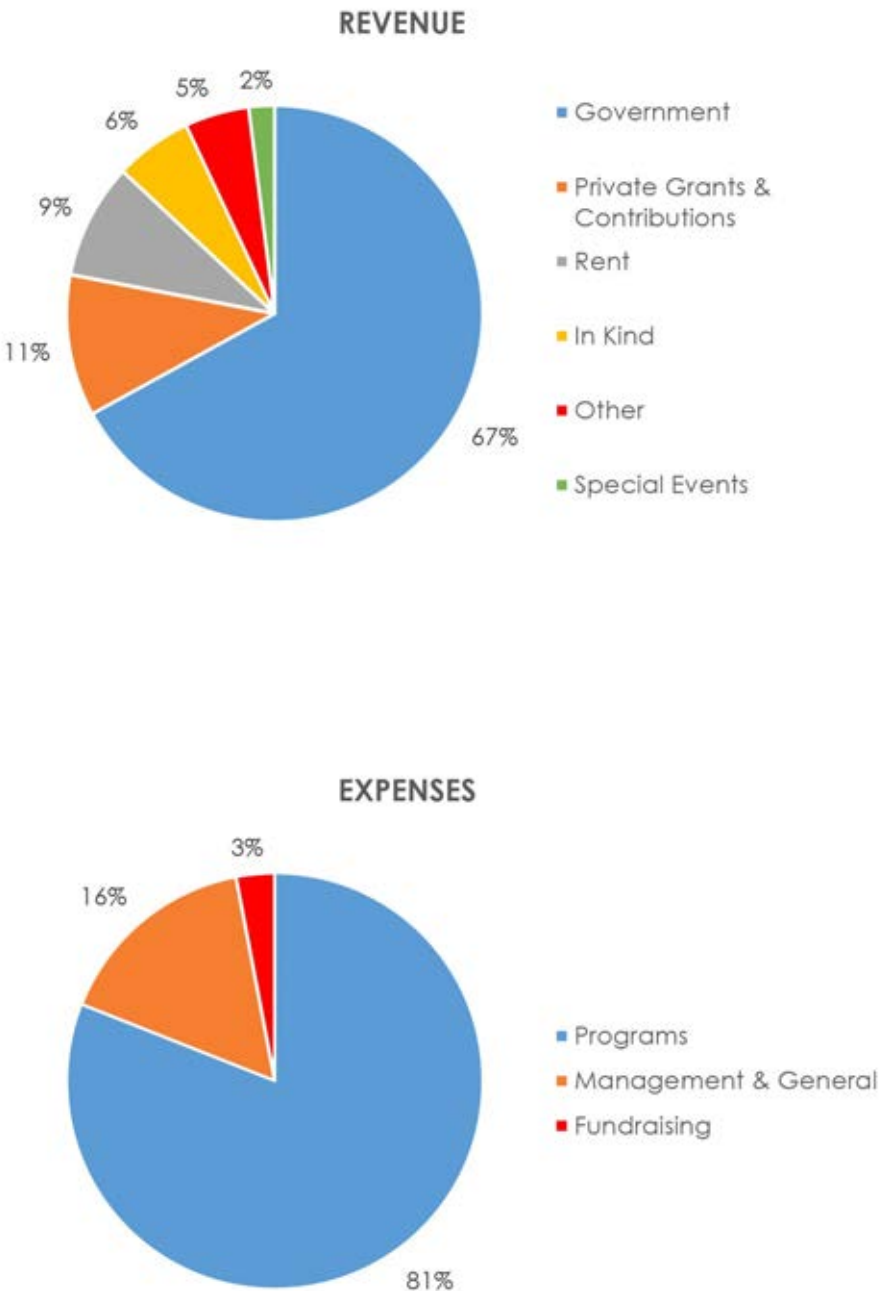
	2016	2015
Total Revenue	12,424,518	11,290,443
Expenses		
Program Services	11,568,733	10,022,525
Support Services	2,785,949	1,567,561
Total Expenses	14,354,682	11,590,086
Change in Net Assets	(1,930,164)	(299,643)

During the fiscal year ended June 30, 2016 HomeFirst incurred non-recurring expenses associated with the sale of Eight Trees Apartments and accounts receivable write-offs for grants with an expiration date prior to June 30, 2015. The impact of these two issues contributed \$721,614 to the June 30, 2016 negative results. The amount attributed to the accounts receivable write-offs for the fiscal year ended prior to June 30, 2015 equaled \$540,614.

In addition to the non-recurring expenses HomeFirst incurred depreciation expense in the amount of \$1,075,101 and forgivable non-cash interest expense in the amount of \$358,510.

Below is Management's analysis of income from operations excluding the extraordinary items, depreciation and non-cash interest:

Change in Net Assets	(1,930,164)
Less:	
Depreciation	1,075,101
Non-cash interest	358,510
Income/(Loss) from Operations	(496,553)
Unusual Transactions—Prior YR	
• FYE 2015 AR Write-offs	507,882
• 8 Trees Property Taxes	181,000
Total unusual transactions—excluded	688,882
Proforma FYE 2016 Income from operations	192,329



To review most current Audit & 990 please go to our website: www.homefirstscc.org or visit GuideStar www.guidestar.org

fy16 highlights

building the agency for future sustainability & growth

Staffing & Executive Leadership

- hired new Executive Leadership and Finance Teams
- recruited Compliance/Quality Assurance, Data Management and Human Resources staff.
- developed full and committed Board of Directors.
- initiated steps to achieve Medi-Cal certification.

Finance

- secured a line of credit from Heritage Bank.
- rebuilt a capital reserve account.
- negotiated 15% advance on all Santa Clara County contracts for a more even cash flow.
- reduced accounts payables with all accounts current.
- upgraded and increased finance infrastructure.
- achieved timely and accurate financial reporting, forecasting, billing and planning.



Planning & Operations

- initiated a Continuous Quality Improvement (CQI) practice to ensure compliance and quality.
- began to design a mission-driven three-year strategic planning process.
- creating agency business model to inform all aspects of planning and operations.
- developing property plans to support ending homelessness.

Fundraising, Stewardship & Relationship Building

- renewed relationships with the Davild and Lucile Packard Foundation and the Sobrato Family Foundation.
- built strong collaborative relationships with Abode, Destination Home, Bill Wilson Center, LifeMoves, DownTown Streets Team and other key partners.



thank you so very much

government partners

City of Gilroy
City of Milpitas
City of San José
County of Santa Clara
City of Sunnyvale
U.S. Dept. of Housing & Urban
Development (HUD)
U.S. Dept. of Veterans Affairs

corporate partners

A Plus Tree
ABC Managed Transportation
Amazon.com
The Applied Materials Foundation
ARRIS
AvalonBay Communities
Benevity
Blach Construction Company
BlackRock
Bon Appetit Management Company
BPM Foundation
California Drywall Company
Cilker Orchards
Cisco Systems Foundation
The Core Companies
Cotchett, Pitre & McCarthy
Donate For Charity
eBay Foundation
Eileen Fisher
El Camino HealthCare District
First Community Bank
Good Samaritan Hospital
Goodshop
Heritage Bank of Commerce
Imagination Technologies
KLA-Tencor
Lexus of Stevens Creek
Lockeed Martin Employees Foundation
McManis Faulkner
Mentor Graphics Foundation
The Morrison & Foerster Foundation
Netflix
Northrop Grumman Corporation
NVIDIA
Oracle Corporation
PayPal
Peet's Coffee & Tea
Plantronics, Inc.
Samsung Semiconductor
San José Water Company
SAP

Speedy International
Synopsis
United Health Group
Walmart Foundation
Wells Fargo Foundation
Workday
Xilinx
Yahoo!

nonprofit partners

Ann Sobrato High School
Bellarmine College Preparatory
Bethel Lutheran Church & School
Boy Scout Troop No. 408
CARS—Turning Cars into Care
Church of the Transfiguration
Community Health Charities
of California
First Community Housing
Girl Scout Troop No. 61640
Greek Orthodox Church of the
Holy Cross
HandsOn Bay Area
IBEW Local Union No. 332
Knights of Columbus

Knowledge For Life
Mission Santa Clara
Network for Good
Palo Alto Medical Foundation
The Rallye Club of Silicon Valley
Rancho Middle School
Saint Lawrence the Martyr Parish
& Education Center
San José Rotary Club
Second Harvest Food Bank of
Santa Clara & San Mateo
Senior Academy for Education
Sinai Nursery School
St. Luke Lutheran Church
Sunnyvale Presbyterian Church
Taking it to the Streets
The Tabard Theater Company
Unitarian Universalist Fellowship
of Sunnyvale
United Way of the Bay Area
United Way CA Capital Region
United Way of Greater Atlanta
United Way Silicon Valley
Wesley United Methodist Church
Yavneh Day School

foundation & donor advised fund partners

American Endowment Foundation
Boucher Family Foundation
Bright Funds Foundation
William H. Cilker Family Foundation
Fidelity Charitable Gift Fund
Goldman Sachs Philanthropy Fund
Heaven's Helping Hand Foundation
Kieve Foundation
Legacy San José Alviso Youth Foundation
The Richard & Emily Levin Foundation
Milligan Family Foundation
Mission City Community Fund
Morgan Stanley GIFT
The David & Lucile Packard Foundation
Renaissance Charitable Foundation
Schwab Charitable Fund
Silicon Valley Community Foundation
Sobrato Family Foundation
Sunlight Giving
Tamaki Foundation
The Waitte Foundation
Warmenhoven Family Foundation

individual contributors

gifts of \$100,000+

Hurlbut-Johnson Charitable Trusts
Thomas R. Bettencourt Endowment Fund

gifts of \$20,000-\$99,999

Mark & Mari Donnelly



gifts of \$10,000-\$19,999

Denise & Robert Aitken
The Bowles Family
Jorg & Julie Brown
John Parissenti & Linda Chin
Harita & Jayendra Patel
Teresa Patron
Ed Thrift & Gail Ross Thrift



gifts of \$2,500-\$4,999

Mike & Margie Blach
Stephen & Lynda Fox
Kirk & Kimberly Heinrichs
Steven Kleiman & Helen Bradley
William C. Leninger
Stephen McHenry
Rohit Rishi
Derek & Valerie Sanders
Mark & Kathleen Santora
Byron & Stephanie Scordelis
The Honorable Joe Simitian
Jeff & Cathie Thermond
Andrea Urton
Tom & Linda Waldrop
Julie Watt
Jess & Kristine Wible
Daniel & Sharon Winnike
Christopher & Leslie Yates
Martin & Dunja Zaun

gifts of \$1,000-\$2,499, cont.

Robert Cullen & June Lim
Michael Logue & Leslie Daniels
Richard & Lynette DiNapoli
Ying Wai Fan
Susan Fariel
Benjamin Flores
Maryanne Flynn
Mick & Fran Galvin
Gary & Nicola Gordon
Kerianne Gustafson
Jeffrey & Susan Hare
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Susan Hernandez
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Alice H. Isaacson
Phyllis Ishida, DDS
Piyanka Jain & Parth Sethia
Rangarajan & Shamala Jayaraman
Clay & Cheri Johnson
Lori & Dean Johnson

gifts of \$5,000-\$9,999

Paul & Deborah Baker
Maribeth Benham
Heinz & Theresia Binder
Jane Coppola
Bruce Edwards
Philip Gregory
Michael & Rebecca McCullough
William & Catherine Noellert
Jim & Teresa Ojeda
Omar Family Charitable Fund
Praresh Parekh
Michael & Vicki Pope
Allen & Cynthia Ruby
Don & Cate Sabatini
Ellie Smith

gifts of \$1,000-\$2,499

Stephen & Susan Auer
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Sanford & Ann Benett
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Lisa Bugajski
Dylan Capener
Nick & Candyce Carter
Mary Cates
Tracey & Michael Chiappe
Catherine Conk
Dawn Cook
Walker Crewson



in gratitude

we truly appreciate your generous support!

gifts of \$1,000-\$2,499, cont.

Martha Johnson
Karl Kramer & Mary Takahashi
Michael & Carol Lavelle
Sam & Martha Lazarakis
Scott Lefaver & Elizabeth Yee Lefaver
Philip Letts
Kwun-Nan Lin & Hsiu-Chuan Hsu
Stuart Loan
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Gwen McLean
Mitchner Family Philanthropic Fund
Richard & Juanita Miyashiro
Eileen Mullin
David & Michele Neighbors
Lau Yuen Fong Ng
Peggy O'Laughlin
Patrick & Mary O'Meara
Sri Kumar Pankajakshan
F. Jeffrey & Eleanor Patterson
James & Sonya Peters
Rene Ramirez
Matthew & Kathy Ready
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Paul Resch & Nancy Coleman
The Robert W. & John T. Leonard
Family Charitable Fund
Mike & Carol Rogers
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Margaret Sweet
Michael & Angela Szymusiak
Hoi Thua Thien-Hue
Paul Trevisan
Anifuddha Vaidya & Neerja Bhatt
Greg Ashley & Claire Wagner
Marc Williams
David Wilson & Janet Weiss



We are sincerely grateful for every gift received—whether it is a pocketful of change donated at the shelter, a check from a very large foundation, or an individual gift of any size.

Unfortunately, we are constrained by space and are only able to include only combined gifts that total \$1,000 or more this year. Please visit our website for a comprehensive list of all donors.

Every year we are the grateful recipients of many anonymous gifts. For those who do not wish to be named, we extend our thanks as well.

We make every effort to list names and donation levels correctly. If you identify an error, do let us know and we will be sure that corrections are made on the website and in future publications.

agency leadership

2015—16 Board of Directors

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Retired VP of Finance, Apple

Kirk Heinrichs, Secretary, Governance Chair
*Retired Community Development Director,
City of Campbell*

Linda Y. Chin, Fund Development Chair
Human Resources Consultant

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Tax Attorney, Groom & Cave, LLP

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CEO, American Leadership Forum—Silicon Valley

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Mayor Sam Liccardo
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Edgar M. Thrift, Jr.
Community Volunteer

County Supervisor Mike Wasserman
Santa Clara County

Executive Staff

Andrea K. Urton, Chief Executive Officer
Stephanie Demos, Chief Development Officer*
Jess Gutierrez, Chief Financial Officer
Rene Ramirez, Chief Operating Officer**

NOTE:

*Joined HomeFirst in August 2016 (FY2016-17)

**Promoted from Director of Services to COO
in November 2016 (FY2016-17)

what you can do now

- **Cash Gifts**—donate online now at www.homefirstscc.org or mail contributions to 507 Valley Way, Milpitas, CA 95035.
- **Workplace Giving (Employer Matching)** — learn how your employer or your spouse's employer can double your donation (Tax ID: 94-2684272).

The impact of the following company match and workplace giving campaigns to HomeFirst is significant.
Does your company match gifts?

corporate match & workplace giving

Adobe Systems	Intuit Foundation
Alaska Airlines	Juniper Networks
Apple	JustGive
Applied Materials	Kaiser Permanente
Bank of the West	LinkedIn
Benevity	NVIDIA
Cisco Systems	Silicon Valley Bank
Costco Wholesale	Star One Credit Union
Dolby Match Program	Symantec Corporation
eBay Foundation	Truist
Genentech	Visa International
The GE Foundation	YourCause
Google	

Hewlett-Packard Company/Matching Program
Employees Charity Org. (ECHO) of Northrop Grumman
UBM Community Connection Foundation

- **Recurring Gifts** — join our Welcome Home Club by scheduling a regular contribution to fight homelessness all year long
- **Legacy Giving** — leave a lasting legacy of caring for the homeless in our community through a bequest, living trust or another instrument of planning.

For more information about any of these ways to give or for assistance in setting up your gift, contact Director of Development Xian Ballesteros by phone (408 539 2112) or by email (xballesteros@homefirstscc.org).

Visit **www.homefirstscc.org** to learn more about ending homelessness in Silicon Valley and what YOU can do to make an impact NOW.



Sobrato Center for Nonprofits
507 Valley Way
Milpitas CA 95035
408 539 2100
info@homefirstscc.org

“When you become homeless, you have no place to go. It does something to a person. It eats at you. It almost kills you. You get to feeling hopeless. You feel there's no way of coming out of it, like you're stuck and struggling to get out of quicksand.”

But because of all the help I got from HomeFirst and the hard work they inspired me to do, I'm no longer stuck. And instead of being a client, I'm now part of the staff and I am housed. **What a difference!”**

WISH LIST

blankets & towels
individual sized toiletries
powdered laundry soap
adult undergarments