

PROJECT HOMELESS CONNECT

2017/18 Annual Report

Compassion - Collaboration - Community



OUR MISSION

The mission of Project Homeless Connect is to connect San Franciscans experiencing homelessness and at risk of experiencing homelessness with the care they need to move forward.



We provide and connect people to services that they could not otherwise easily receive.

WHO WE ARE



“COMMUNITY”

Project Homeless Connect partners with service providers, city departments, organizations, and volunteers to bring a comprehensive set of essential and otherwise hard-to-access services to people in need.

Our team of 12 staff, 1,600+ annual volunteers, and 102 Providers make up our services.

Collaboration is at the heart of what we do.

WHO WE SERVE

“PARTICIPANTS”

At Project Homeless Connect, our clients are known as “Participants” because we are asking them to be part of the process of setting goals and identifying solutions to the challenges they face.

People come to us while experiencing homelessness, at risk of homelessness, or transitioning into housing.

**In 2017/18, we connected to
6,536 Participants**

**Over 26,000 services were
received across our 3
Programs.**



The mission of Project Homeless Connect is to connect San Franciscans experiencing homelessness and at risk of experiencing homelessness with the care they need to move forward.

The Problem

Complex system of care

People experiencing homelessness or at risk of homelessness often struggle to access and navigate the complex system of care. This can take time, resources, and reduce the chances of maintaining existing housing or ending homelessness.

Our Solution

Community Days of Service

Over 100 service providers in a single location, working toward a shared goal.

Every Day Connect

Problem-solving team and service connections weekly.

Core Senses

Partnerships with vision, dental, and denture programs to increase safety and health.

Our Activities

Community Days of Service

3,369 Participants in attendance

Every Day Connect

3,167 unique Participants served

Core Senses

2,713 Vision Services
303 Dental Procedures
38 Dentures Provided

**A single Participant may utilize multiple programs*

ULTIMATE IMPACT...

Service provision becomes more streamlined and efficient, and people are connected to the care they need to reach goals in housing, health, addiction, employment, and more.

COMMUNITY DAYS OF SERVICE

Over 100 service providers in a single location, working toward a shared goal

SERVICES BY THE NUMBERS

3,369 People Served

1,570 Reading Glasses

253 Housing Support and Referrals

254 Medical Services

164 Employment Support

157 Legal Support

311 DMV IDs

248 Holistic Care

246 Haircuts

216 Dental Procedures

97 Showers

...and many more!

IMPACT RESULTS:

A Participant will receive between 4-10 hard to reach services in a single Community Day of Service.

89% of Participants reported that they “Received at least one service they could not have otherwise easily received”.

95% of Participants would recommend PHC to another person in need for greater chances at success in reaching their goals.

Service Highlight - Following the outbreak of Hepatitis A in southern California, we worked with providers to give hundreds of HepA Vaccines. We helped to prevent the outbreak from reaching the community in San Francisco!

EVERY DAY CONNECT

Problem-solving team, service connections, and resolving emergent needs

Meeting People Where They Are

Our approach to services ensures that we are reaching people where they are in a compassionate and dignified way.

3,167 Participants

12,403 Services Provided



How we reach people

Weekly Drop-In Center

Mobile Care Van

Resource and Referral Phone Line

EVERY DAY CONNECT

Problem-solving team, service connections, and resolving emergent needs

<u>Services Provided</u>		<u>How It Helps:</u>
2,970 Basic Needs		Employability & Health: When basic needs are met, people are better able to focus on all other goals.
1,043 Identification Support		Employability & Housing: Basic identification is needed to obtain housing, shelter, and employment.
953 Mail Service Users		Income & Housing: Ensures receipt of income and housing applications for those without a secure home.
682 Benefits and Fee Reduction		Income: Government benefits are often not accessed due to bureaucratic challenges or unpaid fines.
661 Connections to Primary Care, Health Specialists, & Mental Health Care.		Physical and Mental Health: 50% of people accessing our services would otherwise use emergency rooms or are not yet connected to the health care system.
585 Problems Solved and Barriers Removed		All Inclusive: We use tailored case advocacy and support to help people remove barriers and solve problems related to housing, employment, & health.

The above chart highlights many of our services offered and is not inclusive of every service provided in 2017/18.

CORE SENSES PROGRAM

Addressing the senses improves physical and mental health, increases chances for employment, and improves safety of the entire community

VISION

456 Prescription Glasses
2,257 Reading Glasses

DENTAL

303 People received dental
procedures & care

DENTURES

38 People received full &
partial dentures



OUR IMPACT IN ACTION...

Sarah is a 67 year old disabled senior whose only income is Social Security.

Sarah relies on her car as a means of transportation due to her disability, so when her car was unexpectedly towed, she made the difficult choice to pay the \$303 impound fees to get her car before the fees increased. Because of this, she was unable to pay her rent that month. Sarah tried to find a reasonable solution – she went to the SFMTA to request administrative review of her citation, but her request was denied. She talked to her landlord and was denied a rent extension.

Fearing she would be evicted and become homeless, Sarah came to Project Homeless Connect for support. We were able to support her with getting the cost of the citation reduced as well as the initial payment she had not yet been able to pay. We also helped by providing Sarah with basic needs so that she could focus financially on her upcoming rent payment.

“I was very afraid that this would set me back on rent and I would be on the street.”

For many people, it only takes one unexpected expense to have dire consequences, especially for someone on a fixed income, with a disability, or over the age of 65. **Because of our programs, we prevent people from becoming homeless.**

COLLABORATION

Thank you to the many Providers & Partners that make our programs possible!



We successfully reduce the time, cost, and frustrations that often come from navigating a myriad of services.

COMMUNITY

Thank you to the thousands of volunteers that support our programs!



1,500+ Volunteers helped us deliver services at Community Days of Service & Every Day Connect.

140 volunteers distributed information and resources to people on the street.

**Building a more
Compassionate
Community
strengthened
through Action!**

A Letter From PHC... “Looking Ahead”

We have achieved a lot in the last year. Looking ahead, we plan to expand upon our existing services to reach more people in need. Some of the goals for 2019 we are excited about are...

- **Launching Community Day of Service “Representation” Trainings**
We will begin offering PHC “Rep” Trainings so that our volunteers at every Community Day of Service are informed and able to respond quickly to the needs of Participants.
- **Going to new neighborhoods in difficult to access areas with Every Day Connect**
We recognize that many of our neighbors cannot easily access a single location. We are excited to expand Every Day Connect to the Richmond District with our CareVan.
- **Launching a Hearing Program as a part of Core Senses**
We are launching “Hearing Services” with the support of the Hearing and Speech Center of Northern California. We will provide monthly hearing exams to reach over 125 people. Post-exam, we will provide follow-up care, hearing aids, and batteries as needed.

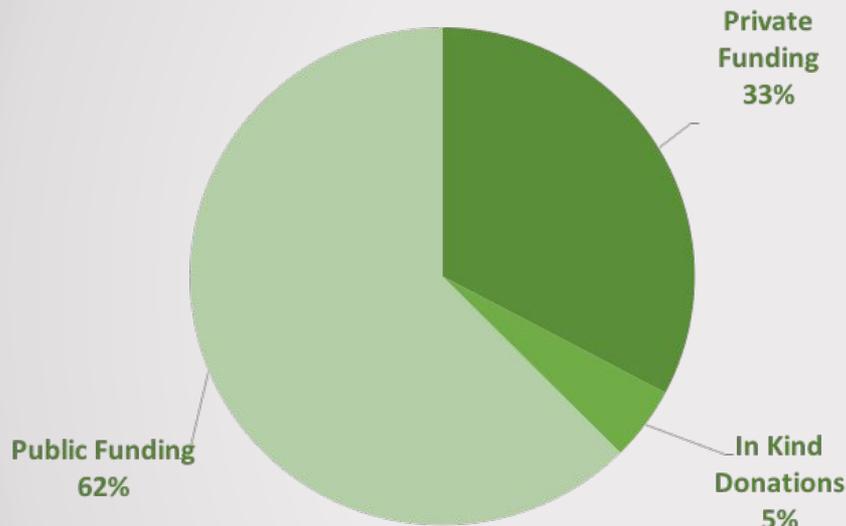
All of our programs are made possible because of the support from volunteers and providers. We are grateful to the entire community for their support, trust, and compassion for our neighbors.

Thank you!

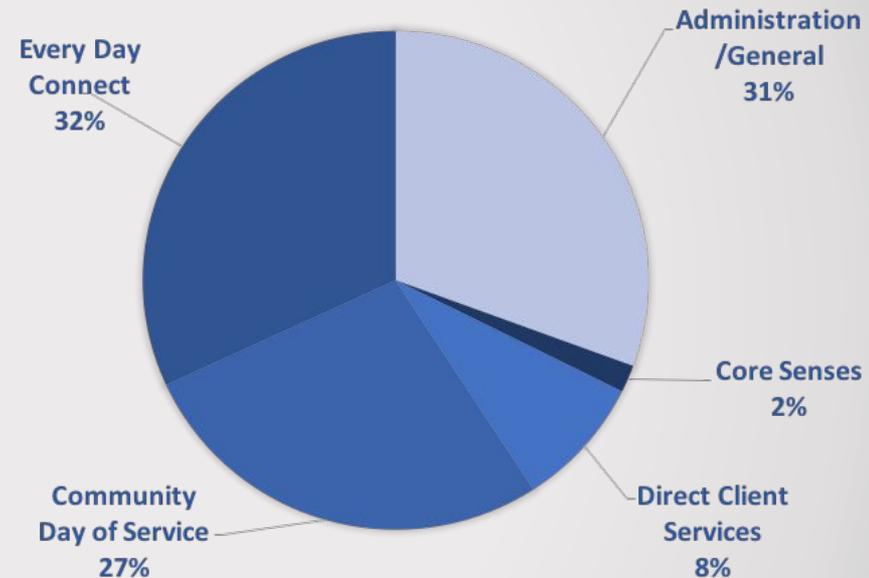
-The Team at Project Homeless Connect

2017/18 FINANCIALS

Revenue: \$1,625,440.81



Expenses: \$1,602,137.61



*Programs that run throughout the year do not pause at fiscal year end.
Some program expenses occurring in 2017/18 may be for services provided in 2018/19.*

Project Homeless Connect utilizes fiscal sponsorships to receive tax-deductible donations:

PHC is a project of the San Francisco Public Health Foundation, a nonprofit fiscal sponsor. The SFPHF EIN Tax ID is #94-3117093. We receive public funding through fiscal sponsor, HealthRight360. HealthRight360 EIN Tax ID is #94-6129071. All 990 Forms are available on [Guidestar.org](https://www.guidestar.org)

IN-KIND DONATIONS

In 2017/18, the total value of in-kind donations was \$77,871



**Food
Clothing
Hats & Gloves
Hygiene Kits
Glasses
Team Wellness
Technology
...and more!**

Thank you for helping us keep
our costs low!

THANK YOU TO OUR 2017/18 DONORS!

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www.ProjectHomelessConnect.org