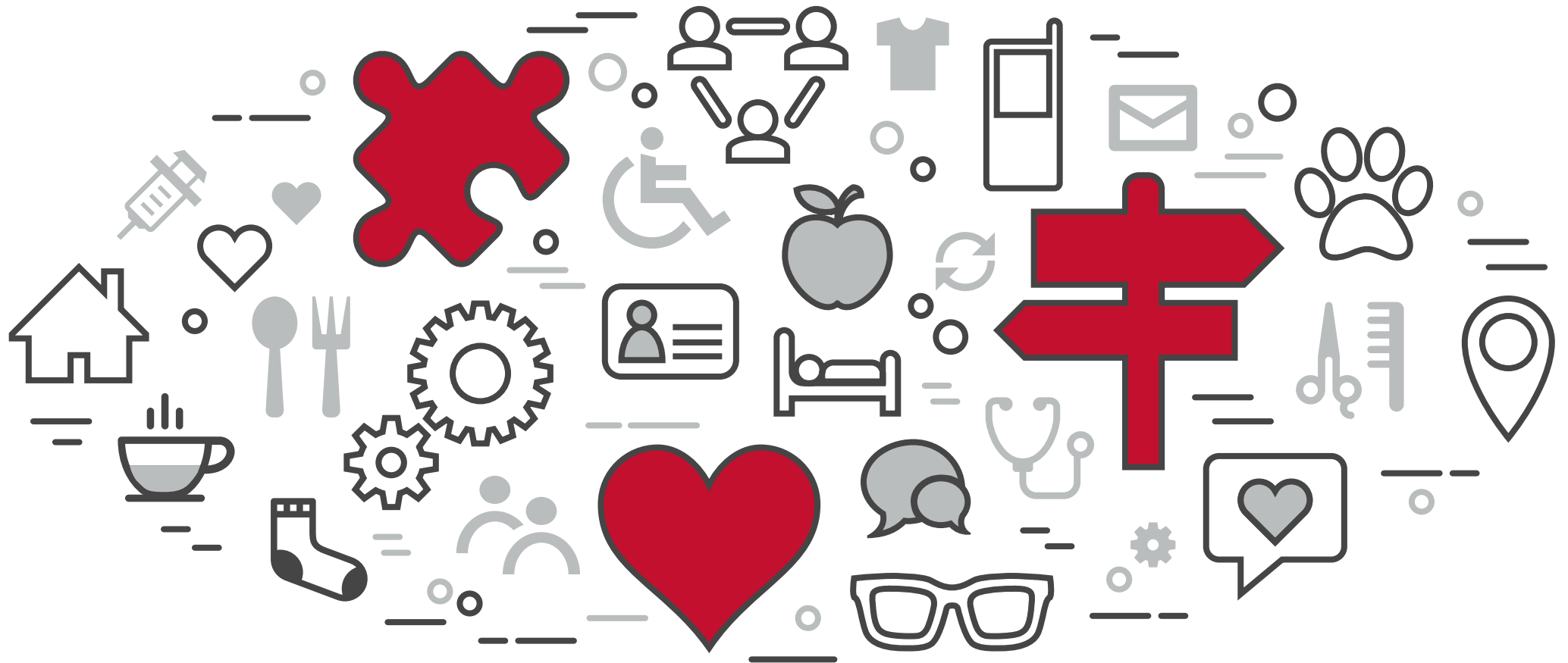


IMPACT REPORT 2016



MISSION



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



DEAR PHC FAMILY

MARCH 2017

A close friend of mine was walking down Market Street the other day. She saw a woman wrapped in a blanket, sitting on the sidewalk outside a coffee shop. My friend, not wanting to be rude, gave a cheerful “hello” as she passed. The woman was shocked and said, “You can see me? I’m not invisible?”

The Department of Housing and Urban Development (HUD) reports that engagement is the number one step toward ending homelessness. You, our PHC family, understand this principle better than anyone.

Far too often a person experiencing homelessness must go to a variety of agencies to find all of the resources they desperately need. Because of these obstacles, it’s all too normal for people to fall through the cracks. PHC is a safety net made up of volunteers, dedicated staff and vital resources specific to our programs. This safety net ensures that each participant receives individualized support and the care they need to transition to housing.

With your help this past year, PHC welcomed 6,679 individuals at PHC events, in our office, and during street outreach programs. Through 13,500 personalized interactions, they received items like prescription glasses, dentures, medical care and phones. Many of our participants are often unseen and unheard. At PHC, they feel the love and care of our community. At PHC, no one is invisible.

This Impact Report celebrates PHC’s success from the past year. As you read, keep in mind that all the stories, data, and programs described here are only possible with your support. Project Homeless Connect is a community response to this heartbreaking community issue. Thank you for taking part in this movement. Together, we can make lasting change.

It takes us all,



Kara Zordel
Executive Director



4,836

obtained prescription and reading glasses

881

received dental care

7,428

were given socks and supplies for hygiene

4,596

enjoyed a meal

IN THE LAST YEAR

6,679 San Franciscans experiencing homelessness received vital services through Project Homeless Connect in 2016.

1,134

were given housing resources

1,064

made phone calls

514

received haircuts

1,525

were issued California State IDs

49,992 lbs

of food were given to those in need

CONNECTING

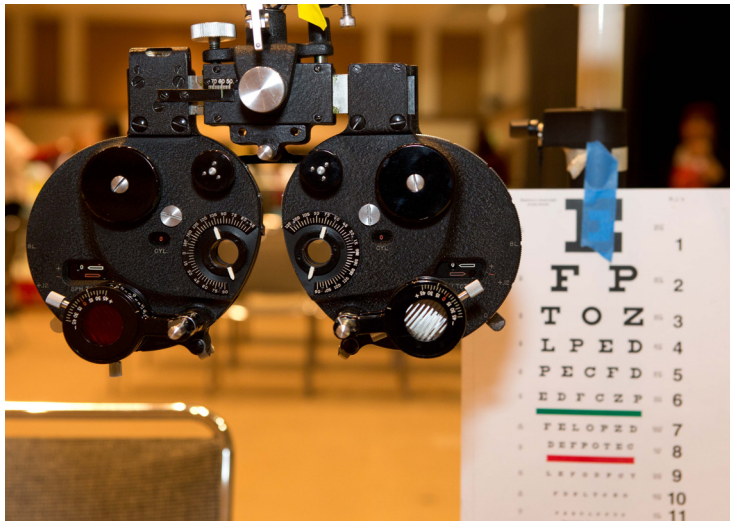
In 2004, city leaders developed the PHC model in response to the thousands of homeless San Franciscans who were having trouble accessing the help that is available to low-income residents. PHC began as a connecting point. We gather other nonprofit and city agencies in one place so that our participants can easily find the public services and physical resources they need to end their own homelessness. Since 2012, we have offered these resources in our office, every day.

Through strategic partnerships, we strive to improve the physical and mental health, stability, and well-being of everyone who visits our programs. We developed this Impact Report not only to show the breadth of our activities throughout the year, but also to demonstrate the change that our supporters' contributions make for people experiencing homelessness in San Francisco.

PROGRAMS

PHC SERVICE EVENTS

The comprehensive PHC one-stop shop service event is our flagship program. We mobilize thousands of volunteers, social service providers, and homeless participants at each event. In one day, participants can find help — glasses, groceries, medical care, and more — that might otherwise have taken months to access.



DAILY SERVICES

A hot cup of coffee greets anyone who visits our office at 25 Van Ness. Since 2012, we have been open to participants in our office and over the phone. Our popular in-house programs include dentures, prescription glasses, and hygiene items. Our resourceful front-line staff help participants navigate existing services.

PHC CareVan

PHC hits the road in 2017! We know that many of the people who need our help cannot travel to our office. Grounded in our history of creating programs that meet the need we see on the street, PHC decided to put our services on wheels. The PHC CareVan is a new mobile services unit. It will bring PHC staff and supplies – clothing, eyeglasses, and hygiene items – to the underserved areas where its services are most needed. Many thanks to our donor community for making this project a reality!



THOUGHT LEADERSHIP

We value staying informed of best practices to ensure top-notch service delivery. Since 2014, PHC has been home to Provider Connect, a quarterly training series that seeks to unite local service providers to share resources. Our staff frequently travel around the city to speak with local companies and community groups, empowering them to be agents of change. In 2016, we were proud to collaborate with HandUp, Hamilton Families, and the Department of Homelessness and Supportive Housing to deliver a panel on Racism & Homelessness, attended by over 800 concerned citizens.

CONNECTING COMMUNITY

Each week, you can find PHC staff providing vital care and resources to homeless participants at shelters and community centers throughout the city. We believe that serving our neighbors in need takes partnership. We are proud to work with other homeless service leaders such as Lava Mae, San Francisco homeless shelters and Navigation Centers, and the Public Library.

PARTICIPANT SPOTLIGHT

JANNAT'S STORY

Jannat came to her first PHC event in September 2015. She describes meeting Ian, a PHC staff member: "He was like a port in the storm," she says. They worked together on a specialized care plan, and built trust over time. "Every time I ever called, he always called me back, and he was always encouraging," she says.



Paintings by Jannat, created in the sanctity of her own apartment.

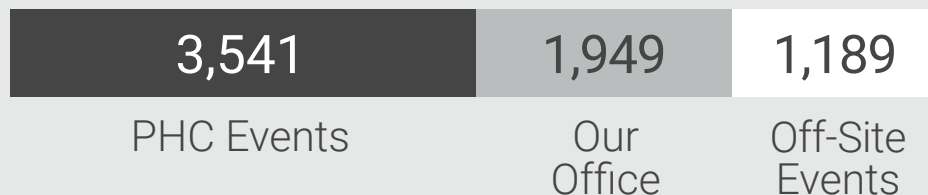
Through PHC, Jannat got new glasses and a vision exam, as well as weekly showers. Because of her hard work, and with support from Ian and the PHC team, Jannat found a new apartment this year!

"PHC is a perfect example of how services can provide immediate basic survival needs of the people that live on the street," - Jannat

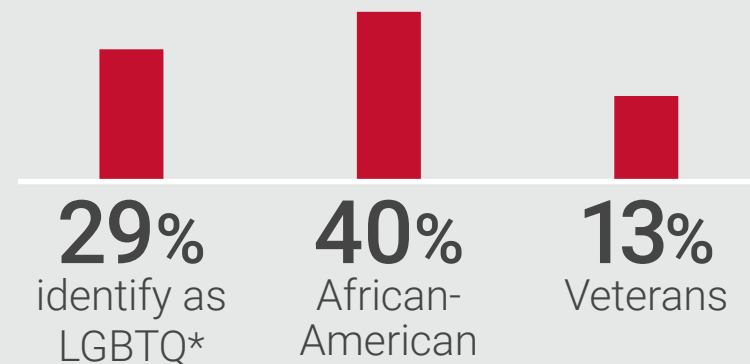


In the past year, we served:

6,679 individuals



WHO ARE PHC PARTICIPANTS?



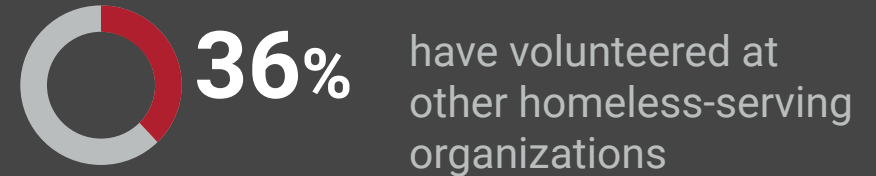
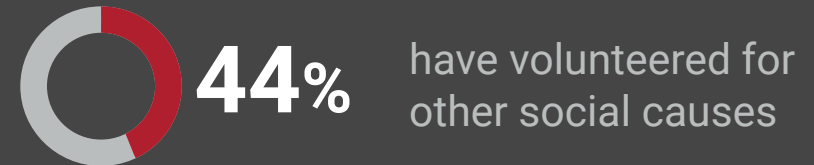
*2015 Homeless Point in Time Count

WHO ARE PHC VOLUNTEERS?

Almost
80% return to volunteer again



90% agreed that their experiences
volunteering at PHC led to a better
understanding of and empathy towards
people experiencing homelessness



2015 Survey by Metis Evaluation Associates



IN-KIND DONATIONS

In the past year PHC has saved over \$442,764 because of your gifts of material goods including hygiene items, socks, household goods, warm jackets, and so much more. Continue to support PHC by hosting a drive in your community! These essential needs improve the quality of life of our homeless neighbors.



DONORS

We are grateful to our generous donor community. Because of you, PHC continues to lead our field in innovative service provision. Your contributions bring real hope to our most vulnerable neighbors, reminding them that in the city of St. Francis, they will never be alone.

VISIONARIES

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\$100,000+

Google.org

\$10,000+

Full Circle Fund
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Hotel Council of San Francisco
Hyatt Community Grants
SALT

\$1,000+

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Blair Barret
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Starwood Hotels of
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Beverly Steiner
Sami Tahbazof
Gene Tate
The Ritz-Carlton
Robert Veeneman
Paula Williams

PHC BREAKFAST GALA 2016

PHC's third annual Breakfast Gala was held on December 7, 2016. The event was hosted by Premier sponsor, Dolby Laboratories, and Honorary Committee members included Lt. Governor Gavin Newsom, Dolby CEO Kevin Yeaman, and Congresswoman Nancy Pelosi. Funds raised from the Breakfast Gala are critical to supporting PHC's programs and ongoing growth.



OUR COMMUNITY, CONNECTED

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