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.

WHO WE SERVE:
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.

STAFF
Chief Executive Officer  Meghan Freebeck
Chief Operating Officer  Carla Praglin
Office Administrator  Caleb Plakun
Development Coordinator  Sierra Loya
Community Relations Coordinator  Phylicia Hisel
Volunteer Coordinator  Samuel Gast
Senior Logistics Coordinator  Emily Brunts
Director of EDC Services  Solange Bonilla-Leahy
Services Coordinator  Leah Campos
Services Coordinator  Denita Carter
Services Coordinator  Tiffany Hill
Service Coordinator  Brittany Horwich
Service Coordinator  Patrick Schlesinger

WE HAVE MOVED!

PHC Office Now Located At:
1031 Franklin St., Floor 2
San Francisco, CA 94109

LETTER FROM OUR CEO
Meghan Freebeck

It has been a profound year with a lot of positive changes for Project Homeless Connect. We expanded our mobile services with two additional off-site locations, added a Hearing component to our “Core Senses” programming, and we moved into an entirely new location!

Since our inception in 2004, Project Homeless Connect has grown from a one-day service event to a comprehensive social service agency – all made possible through the support of thousands of annual volunteers and providers.

Opening our doors at 1031 Franklin St. has allowed PHC to expand our capacity and the level of compassion with which we provide services. Our drop-in program has a more comfortable space for people to access problem solving support, resources, referrals, connections to mental health, substance abuse, employment programs, shelter and housing information, and a cup of coffee while they charge their phone.

We continue to make Mission & Impact our greatest priority with the goal of ensuring people are better able to access services Efficiently, Effectively, and Compassionately.

I am proud to stand alongside a team that is committed, passionate, and determined to change lives one individual at a time, and look forward to many more years of Project Homeless Connect supporting our community.
Thank you to the many Providers & Partners that make our programs possible!

This past year, we had more than 200 Providers offer unduplicated services.

We are proud to highlight a longtime partner of Project Homeless Connect, Care Through Touch Institute (CTI). CTI attends every PHC Community Day of Service as a Provider and is a dedicated advocate for neighbors in need throughout San Francisco. Through free therapeutic seated massages, CTI is able to focus on the emotional needs necessary to work through trauma, thereby fostering trust and growth.

CTI has a rich history of supporting San Francisco through compassionate care that provides not only physical relief, but also further unmet care by incorporating psychological aid into their services.

"[The Project Homeless Connect] Community Days of Service help us to promote healing through human connection in a uniquely creative and empowering way ... it is only when we work together as a community that solutions to this humanitarian crisis will arise."
- Director of CTI, Heather Dickison

Project Homeless Connect is grateful for our partnership with CTI. Stationed at the heart of our events, Care through Touch’s essential service provides our participants with a newfound sense of validation and peace through the comfort of holistic care – and continues to be a participant favorite!

**Thank you to the many Providers & Partners that make our programs possible! This past year, we had more than 200 Providers offer unduplicated services.**
I M P A C T  G O A L S:

1. Connect people to services efficiently and effectively that would otherwise be difficult to access.
2. Build a more Compassionate Community.

THE PROBLEM

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

OUR SOLUTIONS

Bringing together service providers and resources to provide a compassionate one-stop service event model that can support thousands of San Franciscans in need

Provide direct services, connections, and resources to people 3-4 days a week to help to create pathways for people to move forward

Partner with vision, dental, and hearing programs to increase safety and health

IN ACTION

COMMUNITY DAYS OF SERVICE

Large-scale Service event where over 200 service providers in a single location work toward a shared goal. Last year we had 3,536 Participants in attendance!

EVERY DAY CONNECT

Our Drop-In and Off-Site services are led by a team of Service Coordinators who provide direct services, connections, and resources weekly.

CORE SENSES PROGRAM

Through our Core Senses Program, PHC was able to provide 3,683 Vision Services, 295 Dental Procedures, 10 Dentures, & 226 Hearing Services

THROUGH PROJECT HOMELESS CONNECT...

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 community.

SUPPORT BY THE NUMBERS

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Number</th>
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<tbody>
<tr>
<td>Housing Support &amp; Referrals</td>
<td>298</td>
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<tr>
<td>Holistic Care</td>
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<tr>
<td>Medical Services</td>
<td>261</td>
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<td>Reading Glasses</td>
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<td>Legal Services</td>
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<tr>
<td>Hygiene Kits</td>
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<td>Employment Support</td>
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<tr>
<td>DMV IDs &amp; Referrals</td>
<td>832</td>
</tr>
<tr>
<td>Mental Health</td>
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<tr>
<td>Substance Abuse</td>
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<tr>
<td>Dental Procedures</td>
<td>295</td>
</tr>
<tr>
<td>Haircuts</td>
<td>290</td>
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</table>
**COMMUNITY DAYS OF SERVICE**

3,536 PARTICIPANTS

- 94% of people who attended would recommend Project Homeless Connect to other people in need
- 92% of people who attended were satisfied with the services they received
- 76% of people who attended reported that they received a service they could not have otherwise received

**EVERY DAY CONNECT**

6,161 PARTICIPANTS

Problem-solving, service connections, and emergency needs: Our approach to services ensures that we are reaching people where they are in a compassionate and dignified way.

**DROP-IN PROGRAM**

- 89 Drop in Days held in PHC Office

**DENTAL PROGRAM**

- 295 People have received dental services and care.
- 41 Mobile Service Days: Civic Center, Mission, and the Richmond Districts

**VISION PROGRAM**

- 2,909 People have received reading glasses.
- 17 People have received dentures or are in process

**HEARING PROGRAM**

- 185 People have received hearing screenings.
- 774 People have received prescription glasses.
- 16 People received hearing aids through follow up care.
PARTICIPANT STORY

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 create a plan for 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 many people from ever becoming homeless!
Donations help individuals experiencing homelessness, people at risk of becoming homeless, and neighbors in our community with receiving services and care. By making a donation to Project Homeless Connect, you help ensure that a person in need, regardless of income or housing status, is responded to with care.

How To Give

To donate online, visit us at:
www.projecthomelessconnect.org/donate

** DONATIONS ARE TAX-DEDUCTIBLE **

To donate by mail, please send enclosed donations: to:

Attn: Donations
1031 Franklin St., Floor 2
San Francisco, CA 94109

** Programs that run throughout the year do not pause at fiscal year end. Some program expenses occurring in 2018/19 may be for services provided in 2019/20.

Financial Information

Project Homeless Connect utilizes fiscal sponsorships to receive tax-deductible donations. PHC is a project of the San Francisco Public Health Foundation

EIN #: 94-3117093

Expenses

Every Day Connect 37%
Community Days of Service 30%
Core Senses 1%
Administration 29%
Fundraising 3%

Revenue

Private

Foundation Grants 12%
Corporate Sponsorships 12%
Individuals 13%
Special Events 4%
City Contracts 59%

In Kind Donation Value $57,353.74

In Kind Donation Value $57,353.74
CONTACT

OFFICE LINE . . .(451) 858 - 8597
RESOURCE LINE . . .(855) 588 - 7968

FOR GENERAL INFORMATION, PLEASE EMAIL:
Info@projecthomelessconnect.org

IF YOU HAVE ANY QUESTIONS ABOUT VOLUNTEERING,
PLEASE EMAIL:
volunteer@projecthomelessconnect.org

TO SIGN UP TO VOLUNTEER, VISIT OUR VOLUNTEER PAGE:
www.projecthomelessconnect.org/volunteer

www.projecthomelessconnect.org

1031 FRANKLIN ST.
2ND FLOOR
SAN FRANCISCO, CA
94109

BUILDING A MORE COMPASSIONATE COMMUNITY STRENGTHENED THROUGH ACTION!