

ANNUAL REPORT

FISCAL YEAR
2018-2019



**PROJECT
HOMELESS
CONNECT**



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.

WHO WE SERVE:

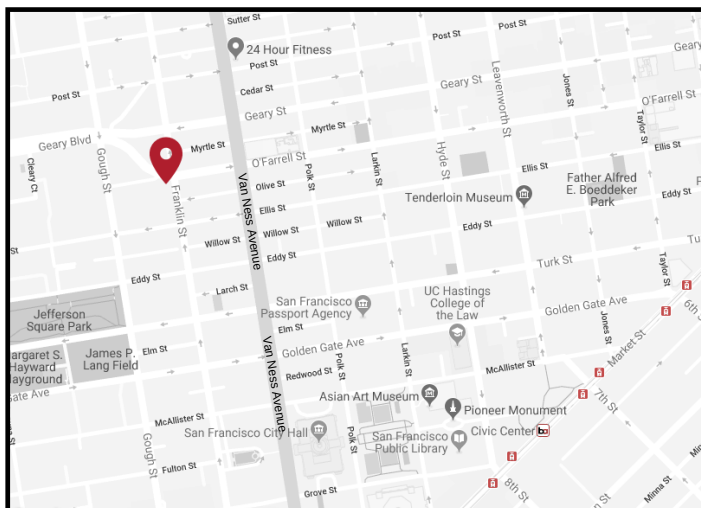
At Project Homeless Connect, our clients are known as “Participants” because we are asking them to be part of the process of setting goals and identifying solutions to the challenges they face. People come to us while experiencing homelessness, at risk of homelessness, or transitioning into housing.

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 Dental Lead	Leah Campos
Services Coordinator Vision Lead	Denita Carter
Services Coordinator Drop-In Lead	Tiffany Hill
Service Coordinator Hearing Lead	Brittany Horwich
Service Coordinator Drop-In Lead	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.



VOLUNTEERISM & COMMUNITY

THERE ARE A VARIETY OF WAYS TO GET INVOLVED AS AN INDIVIDUAL, THROUGH OUR COMMUNITY DAYS OF SERVICE, IN OUR OFFICE, OR IN THE COMMUNITY.

ANNUAL VOLUNTEERS

1,431

HOURS OF SERVICE

8,884

100% of Volunteers reported that their time had a positive impact in the community

100% of Volunteers shared that the experience improved their sense of compassion

"The highlight of volunteering with PHC is knowing I directly helped a person without a home in their most difficult time."

COMPASSION TRAININGS

100% of attendees shared that they learned something new

"Excellent resource! [The PHC Presenter] was extremely knowledgeable and I appreciated the opportunity to demystify common misconceptions."



PROVIDER HIGHLIGHT

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

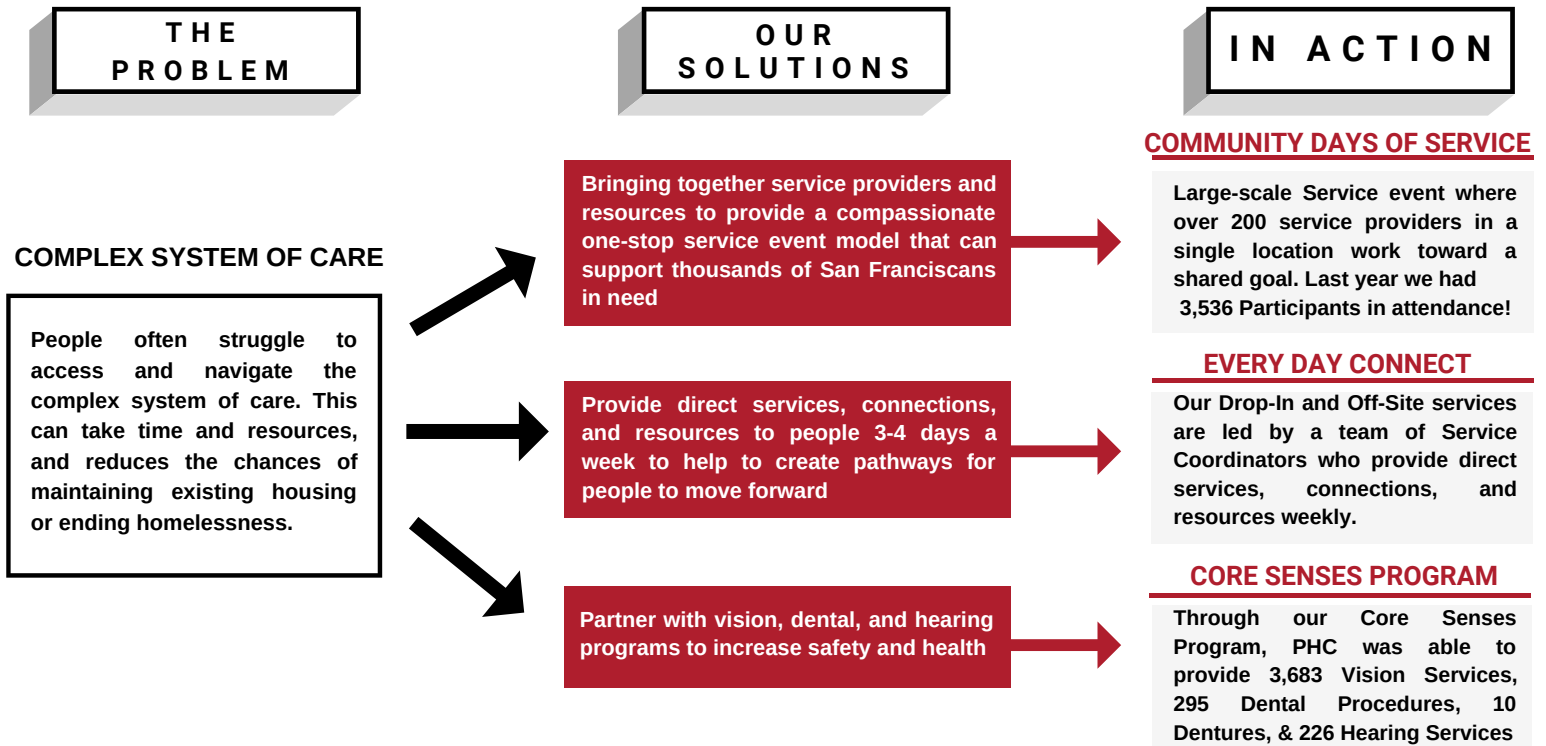
Project Homeless Connect is grateful for our partnership with CTI. Stationed at the heart of our events, Care through Touch's essential service provides our participants with a newfound sense of validation and peace through the comfort of holistic care – and continues to be a participant favorite!

THANK YOU TO THE MANY PROVIDERS & PARTNERS THAT MAKE OUR PROGRAMS POSSIBLE!
THIS PAST YEAR, WE HAD MORE THAN 200 PROVIDERS OFFER UNDUPLICATED SERVICES.



IMPACT GOALS:

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



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



HOUSING SUPPORT
& REFERRALS
298



HOLISTIC
CARE
508



MEDICAL
SERVICES
261



READING
GLASSES
2,909



LEGAL SERVICES
195



HYGIENE
KITS
7,500



EMPLOYMENT
SUPPORT
236



DMV IDs &
REFERRALS
832



MENTAL HEALTH
66



SUBSTANCE
ABUSE
229



DENTAL
PROCEDURES
295



HAIRCUTS
290

PROGRAM ACHIEVEMENTS

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**



**DENTAL
PROGRAM**



**VISION
PROGRAM**



**HEARING
PROGRAM**

89 Drop in Days held in PHC Office

295 People have received dental services and care.

2,909 People have received reading glasses.

185 People have received hearing screenings.

41 Mobile Service Days: Civic Center, Mission, and the Richmond Districts

17 People have received dentures or are in process

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!

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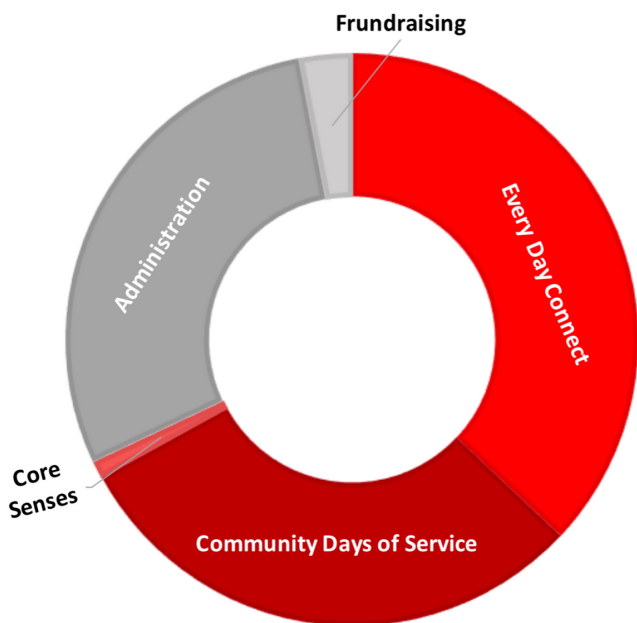


FINANCIAL INFORMATION

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

\$1,404,043

PROGRAMS

EVERY DAY CONNECT 37%

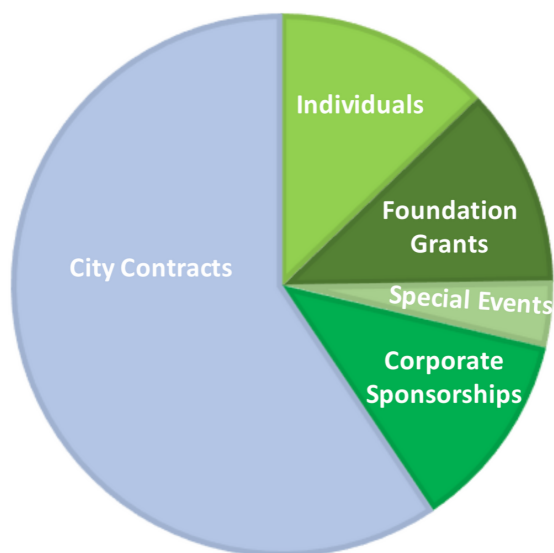
COMMUNITY DAYS OF SERVICE 30%

CORE SENSES 1%

ADMINISTRATION 29%

FUNDRAISING 3%

** 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.



REVENUE

\$1,461,214

PRIVATE

FOUNDATION GRANTS 12%

CORPORATE SPONSORSHIPS 12%

INDIVIDUALS 13%

SPECIAL EVENTS 4%

CITY CONTRACTS 59%

IN KIND DONATION VALUE \$57,353.74

HOW TO GIVE

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.

To donate online, visit us at:

www.projecthomelessconnect.org/donate

To donate by mail, please send enclosed donations to:

Attn: Donations

1031 Franklin St., Floor 2
San Francisco, CA 94109

**** DONATIONS ARE TAX-DEDUCTIBLE ****



CONTACT

OFFICE LINE ... (415) 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

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



@PHCSF

BUILDING A MORE COMPASSIONATE COMMUNITY STRENGTHENED THROUGH ACTION!