



HOUSING OUR PEOPLE EFFECTIVELY

HOPE

Ending Homelessness In San Mateo County



ANNUAL REPORT

July 1, 2006 through June 30, 2007

HOPE VISION

*Homelessness will end
by ensuring that safe,
accessible, affordable
housing is available in
San Mateo County for
those in greatest need.*

HOPE Interagency Council Members

- April Vargas**, Board Member, Threshold 15/10
- Barbara Pierce**, Mayor, City of Redwood City
- Bruce Goitia**, Police Chief, City of Menlo Park
- Chris Coppola**, Homeless Continuum of Care Representative
- Duane Bay**, Director, San Mateo County Department of Housing
- Fran Wagstaff**, President, Mid-Peninsula Housing Coalition
- Jan Epstein**, Council Member, City of San Mateo
- Rabbi Jay Miller**, Executive Director, Peninsula Clergy Network
- Jerry Hill**, Member, Board of Supervisors
- John Maltbie**, County Manager, San Mateo County
- Julie Lancelle**, Council Member, City of Pacifica
- Kitty Lopez**, Executive Director, Samaritan House
- Mario C. Panoringan**, Chief Executive Officer, Daly City-Colma Chamber of Commerce
- Mark Church**, Member, Board of Supervisors
- Melissa Platte**, Executive Director, Mental Health Association of San Mateo County
- Michele Jackson**, Executive Director, Shelter Network
- Pat Martel**, City Manager, City of Daly City
- Pedro Gonzalez**, Vice Mayor, City of South San Francisco
- Judith Christensen**, Council Member, City of Daly City

“**Project Homeless Connect** was a tremendously heart touching and awesome experience for volunteers and homeless people alike. It gave homeless people a face and a story and brought us all closer together.”

- Jane, Homeless Connect Community Volunteer

letter to community

We are delighted to share the first year accomplishments of Housing Our People Effectively (HOPE), San Mateo County’s plan to end homelessness. As we think you’ll agree, a great deal of impressive work has been accomplished, but much remains to be done. Preventing homelessness and creating housing in San Mateo County is a daunting challenge. Our continued progress toward ending homelessness depends on the involvement of a broad spectrum of community organizations and individuals. We thank the many people and organizations who have dedicated their time, expertise, and resources. We trust the results presented in this report will further inspire those who have been involved thus far to even greater action and motivate others to join our efforts.

Sincerely,

Jerry Hill, Member
San Mateo County Board of Supervisors
Co-Chair, HOPE Interagency Council

Mark Church, Member
San Mateo County Board of Supervisors
Co-Chair, HOPE Interagency Council

DESIRED RESULTS BY 2015

- 7,900 individual and family households in San Mateo County who have been homeless or at severe risk of homelessness—due to extremely low incomes, chronic disabilities and/or other health or special needs—will secure and maintain safe, permanent, accessible, affordable, and where needed, supportive housing.
- 4,300 individual and family households will receive short-term assistance to secure or maintain housing.

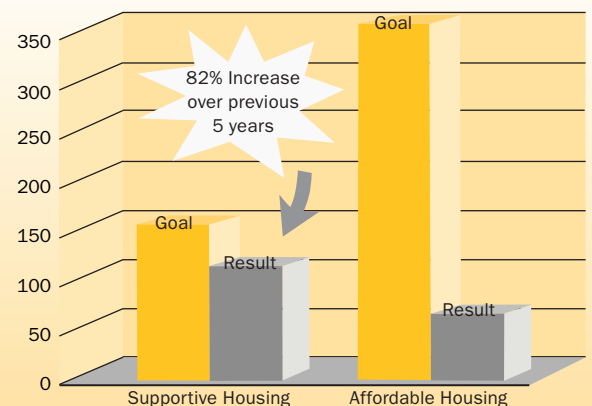
YEAR ONE GOALS AND RESULTS

Increase Housing Opportunities

163 new housing units for families and individuals who were homeless or at-risk of homelessness were created:

- 106 units of supportive housing
- 57 units of affordable housing for people with extremely low income.

results



HIGHLIGHTS

HIGHLIGHTS OF YEAR ONE ACCOMPLISHMENTS

Increasing Housing Opportunities

The City of San Mateo purchased the Vendome Hotel to provide supportive housing for 14 people who have been chronically homeless. In conjunction with the Homeless Outreach Team, a partnership has been formed among the City, County and homeless service providers to outreach and provide case management to long-term homeless people in downtown San Mateo. This "Housing First" approach is proving to be a very effective means of reducing chronic homelessness.

“The number of homeless people over at the train station, where everybody was hanging out when we started the (Homeless Outreach Team) program, has diminished dramatically. There used to be people living in Darcy’s Tunnel (along San Mateo Creek), and that’s not happening anymore. There were people sleeping in the parking garages, and I haven’t seen that either.”

Kelly Mitter, Executive Director of the San Mateo Downtown Merchants’ Association

Preventing Homelessness

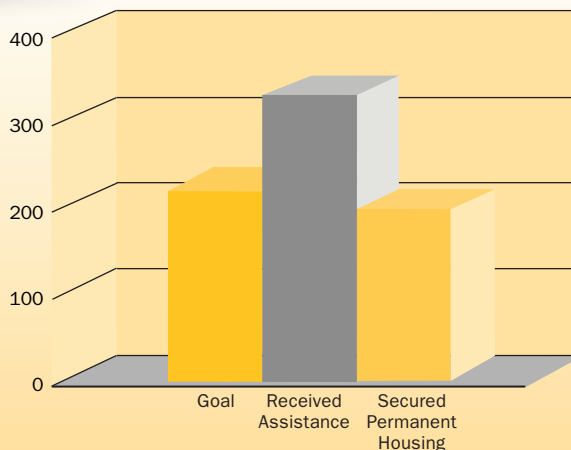
Shelter Network’s Housing First/Partial Rent Subsidy Program offers case management and financial assistance to help pay the rent for families who are homeless or on the verge of homelessness. Between July 2006 and June 2007 18 families received assistance to prevent homelessness.

“[The Housing First Program] helped me and my family by first allowing me to get back on my feet. It is a blessing that all the people of the program really care about families and that gives us faith that we can make it on our own. Now I can show my son what it means to be proud of your own home.”

-Curtis, Housing First Program Participant

Prevent Homelessness

373 homeless households received assistance to secure housing, of which 224 (60%) secured stable, permanent housing.



what's NEXT

WHAT'S NEXT FOR HOPE YEAR 2?

- Increase supportive housing for emancipated foster youth, frequent users of emergency room services, people with mental illnesses and people with disabilities.
- Expand the Homeless Outreach Team to another city to reduce the number of people who have been homeless for long periods of time.
- Expand early intervention programs for families at risk of losing their housing or experiencing extended periods of homelessness.
- Ensure the highest quality of homeless services and housing by implementing community standards of care.
- Expand Project Homeless Connect events.
- Advocate for policies for affordable housing for people at the lowest income level.



Welcome to Vendome
 (From left to right) Top: Robert Muehlbauer, Mark Church; Bottom: Stephen Kaplan, Jan Epstein, Michele Jackson, Susan Manheimer, Jerry Hill.

results

HIGHLIGHTS

Setting Standards, Tracking Progress and Reporting Results

In early 2007 a group of volunteers that included many homeless people conducted San Mateo County's first ever Homeless Census and Survey, generating a comprehensive and accurate count of the numbers of homeless people in the community, the reasons they became homeless, and the services they need to end their homelessness. This information will provide critical information needed to develop the most effective possible interventions to end homelessness.

“I didn't know that I had information that would be helpful. I really felt like I was a “go-to” resource for the One-Day Count staff.”
- Aaron, homeless person who worked on the 2007 Homeless Census and Survey

Developing Long-Term Leadership and Community Will

On May 17th, 2007, over 170 homeless people came to the Red Morton Community Center in Redwood City for the first San Mateo County Project Homeless Connect event. Staff from governmental and non-profit organizations, along with many community volunteers, provided services ranging from health and mental health services to employment counseling, housing referrals, haircuts, bus tickets, clothing vouchers, massage therapy and bike repair. As important as it was to those seeking services, for many of the 200 volunteers this event was an experience that changed their perspectives about homelessness, particularly who is homeless and why, and what they need to end their homelessness.

Elva, 47, has worked most of her adult life, and is being treated for the alcoholism that causes periods of homelessness. After hearing about Project Homeless Connect during her most recent stay in a homeless shelter, Elva came to Red Morton Community Center as a way to get back on the path to self-sufficiency. She headed straight for the resume writing assistance table and with the help of a volunteer produced an updated resume. Moving just a few tables down, she was able to apply for jobs at two national companies.

“I've never been to anything like this... I'm blown away. Just being here... you're not alone, and that's an awesome feeling.”
- Elva, Project Homeless Connect participant



Thank You HOPE Funders

City of Redwood City, Homeless Connect, Donation of Red Morton Community Center

City of San Mateo:

- Purchase of Vendome Hotel, \$1.8 million
- Vendome Hotel (Case Management), \$35,000

City of South San Francisco, Emancipated Foster Youth Housing, \$ 750,000

Federal McKinney Vento Homeless Continuum of Care, Shelter Network (operation of Vendome Hotel), \$210,000

Five Bridges Foundation, Housing First (Shelter Network), \$15,000

Robbins Foundation, Housing First (Shelter Network), \$15,000

San Francisco Foundation, Housing First (Shelter Network), \$30,000

San Mateo County:

- Department of Housing, homeless rental assistance, \$60,000
- Alcohol and Other Drugs (AOD) Services, rental assistance, \$60,000
- Mental Health Services, rental assistance, \$60,000
- Center on Homelessness, Homeless Outreach Team (HOT), \$85,000
- Emancipated Foster Youth Housing, \$1 million
- Homeless Census and Survey, \$10,000

Silicon Valley Community Foundation:

- Housing First (Shelter network) \$60,000
- Homeless Connect Event, \$10,000
- Homeless Census and Survey, \$10,000

A CHALLENGE TO THE COMMUNITY

We **CAN** end homelessness in San Mateo County but only with your help. Please join us in this effort. For more information or volunteer opportunities please contact Tish Birkby at (650) 802-7656 or visit our website at www.smchsa.org/HOPE.



Veterans Services Staff help homeless individuals at the first Homeless Connect Event in Redwood City

www.smchsa.org/HOPE

Names have been changed, but stories are real