

Hope has an ADDRESS



HOPE
SOLUTIONS
2023-2024
Annual Report



The heart of our mission is to end cycles of homelessness and poverty, demonstrated in the stories of remarkable resilience told by our clients. Over the past year, we reached over 2,500 households across Contra Costa County. 2,730 adults and 1,091 youth were provided safe, comfortable housing coupled with mental health, employment, and education support that make lasting change. There is no greater motivation for our team than seeing our clients succeed—from having a breakthrough with their child, completing a resume, to starting their first year in college. We've shared some of their stories later in this report.

Over the past 27 years, Hope Solutions has grown and innovated to meet the changing and increasing needs of the over 10,000 people in Contra Costa County without housing. We are especially proud of what our team achieved last year. We welcomed 34 new staff and hundreds of new supporters, dramatically expanding our capacity to serve our community. This growth enabled us to connect more people—over 3,500—to housing and services—more than any other year.

We are proud to share some key highlights of our progress this year:

- **We continue to expand our programs and our reach.**

Our model is ending homelessness for families and at-risk individuals. This year, we launched new programs, including the Adult Protective Services Home Safe Program, which assists seniors in retaining or securing new housing; the Holistic Intervention Partnership, where our housing navigators and case managers support clients with misdemeanors to find housing or rent subsidies; and Fostering Youth Independence which provides housing vouchers to young people exiting the foster system and are at risk of homelessness.

- **We began construction on our first cottage community,** Hope Village Walnut Creek, as part of our innovative strategy to build cottage communities on faith-owned land. Two other cottage communities, one in Pittsburg for homeless youth and another in Antioch for families, are close behind.

- **We have raised nearly \$7M** through our *Homes Heal Hearts* capital campaign to support our housing development initiative. This campaign is critical in our ability to unlock three times as much public funding.

- **We completed our next five-year strategic plan** and set our goals to grow our permanent housing solutions by 50%, increase our impact by enhancing client-centered services, grow our influence in public funding and service systems, and continue strengthening organizational excellence to sustain the growth.

- **We continued to advocate for policies to support housing.** We supported the successful passage of CA-SB4, legislation that simplifies and streamlines the building process for new housing on faith-owned land. Our efforts directly informed the development and adoption of the City of Antioch’s Inclusive Housing Zoning Overlay to streamline and facilitate the development of affordable cottage communities on faith-owned land. This work was made possible by the Partnership for the Bay’s Future Antioch Breakthrough Grant in collaboration with the City of Antioch and the Multi-Faith ACTION Coalition.

- **We reinforced our focus on equity and inclusion.** We value and celebrate our employees’ diverse backgrounds, identities, and experiences and the communities we serve. 40% of our staff have lived experience with homelessness, and 64% identify as Black, Indigenous, and People of Color. This year, our DEIB Committee is building on last year’s foundation and is working to weave these principles into everything we do.

Looking ahead, we are hopeful! Homelessness is a solvable problem—we see that every day. We are buoyed by the inspiration of clients and the tenacious compassion of our staff and Board. We have deep appreciation for you, our community of supporters, so thank you again. Together, we are building a future where everyone has a place to call home and the support of a strong community to live with dignity and thrive.

With Gratitude,



Donald O'Neal

Donald O'Neal
Board Chair

Deanne Pearn

Deanne Pearn
Chief Executive Officer

Board of Directors

Fiscal Year 2023-2024



Donald O'Neal
CHAIR



Carol Gilliland
VICE CHAIR



Aaron Nissim
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Denise Dodson



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Steve Seiler

Resident Empowerment Team



Irma Bodden



Deborah Carney



William Goodwin



Loren (KC) Kadar



Jacqueline Lowery



Sandra Padilla

Faith & Community Partners

Boy Scout Troops 246, 282 and 302
Boys Team Charity - Diablo League
Boys Team Charity - Walnut Creek League
Christ Community Church of the Nazarene
Christ the King Church
Christ the Lord Episcopal Church
Church of Nazarene, Pittsburg
Church of Santa Maria
Clayton Valley Presbyterian Church
Community Presbyterian Church-Danville
Concord United Methodist Church Women
Congregation B'nai Shalom
Congregation B'nai Tikvah
Danville Congregational Church
Episcopal Church of the Resurrection
First Christian Church of Concord

First Family Church
First Presbyterian Church of Concord
Girl Scout Troop 32770
Grace Episcopal Church of Martinez
Grace Presbyterian Church
Hillcrest United Church of Christ
Kiwanis Club of Moraga Valley
Lafayette Christian Church
Lafayette Orinda Presbyterian Church
Lamorinda Sunrise Rotary
Miramonte Interact
Mt. Diablo Unitarian Universalist Church
NCL Acalanes Chapter
NCL Lamorinda Chapter
Orinda Community Church
Our Savior's Lutheran Church

Rotary Club of Lafayette
San Ramon Valley United Methodist Church
St. Andrew's Presbyterian Church
St. Bonaventure Catholic Church
St. Ignatius of Antioch Catholic Church
St. Monica Catholic Church
St. Paul's Episcopal Church
St. Perpetua Catholic Church
St. Timothy's Episcopal Church
TAPS of Walnut Creek
Temple Isaiah
The Bay Church
Walnut Creek Area Neighbors and
Newcomers Club
Walnut Creek Presbyterian Church



Brendi's Story

Brendi's journey is a powerful testament to resilience and determination. A 42-year-old single mother, she entered our Rapid Rehousing program without stable housing, as a survivor of domestic violence, and in recovery.

Amidst these struggles, Hope Solutions became her lifeline, offering support that ignited her desire for change. With encouragement from her church, a fierce commitment to her children's future, and education stipends from Hope Solutions, Brendi enrolled at Diablo Valley College. She dedicated herself to her studies, earning a Substance Abuse Counselor Certification while managing a paid internship. Her hard work culminated in a proud graduation day, where she celebrated her accomplishments with her daughter.

Brendi's new role as a substance abuse counselor allowed her to give back, using her experiences to help others. With help from Hope Solutions, she moved her family into their own apartment, finally providing them with stability. Hope Solutions helped Brendi and her family feel at home by providing rental subsidy, furniture, household items for their new apartment, and holiday gifts. As an advocate within the County's peer support network, she shared her story to inspire others.

Now, Brendi is thriving at UC Berkeley, where she attends on a full scholarship that includes family housing. As she pursues her bachelor's degree in social welfare, she embodies the belief that with hope and determination, anyone can rewrite their story.

“Hope Solutions helped make all my dreams come true by supporting my family while pursuing my education at UC Berkeley.

Because of Hope Solutions, I can say I'm living the dream.” – Brendi



Our Mission

We heal the effects of poverty and homelessness by providing permanent housing solutions and vital support services to vulnerable families and individuals

Our Vision

We envision a world in which everyone has a place to call home and the support of a strong community so that they can live with dignity and reach their full potential



Our Future: 2025-2029 Strategic Plan

This year we embarked on a strategic planning process, engaging both internal and external stakeholders. This month's long effort resulted in a comprehensive, ambitious five-year plan. The pillars of the plan call for increasing our capacity to provide permanent housing solutions by 50%; enhancing client-centered support services by refining mental health and education/employment services; leveraging our front-line experience, robust data and voices of people with lived experience to influence public funding and service systems; and strengthening organization excellence through improved technology and professional development for staff.



STRATEGIC PRIORITY #1

Expand permanent housing solutions.



STRATEGIC PRIORITY #3

Influence the public funding and service systems to increase resources to prevent and end homelessness.



STRATEGIC PRIORITY #2

Increase impact by enhancing client-centered support services.



STRATEGIC PRIORITY #4

Strengthen organizational excellence for continued growth.



Our Approach: Housing + Services Transform Lives



Ending the Cycle of Poverty

Our housing first approach, coupled with supportive services brings dignity to our clients and helps them rebuild their community. Our proven model is healing the multi-generational impact of poverty, racism, trauma and inadequate access to healthcare.



Quality Permanent Housing Solutions

- Quality Housing
- Creative Housing Navigation Services
- Responsive Landlord Relationships
- Trauma-Informed Property Management



Client-Centered Support Services

- Clinically-Informed Services
- Economic Stability
- Youth Enrichment
- Support to Achieve Life Goals



Collaborative Leadership with Community

- Partnerships with Community Service Providers
- Quality Data to Drive Results
- Engaged Volunteers
- Productive Relationships with Policymakers and Funders

Financial Stewardship

Ninety-one cents of every dollar goes directly to benefit our clients. We are lean, efficient, data driven and focused on outcomes to change lives.

Our Programs



PERMANENT SUPPORTIVE HOUSING: Hope Solutions is dedicated to stabilizing families and addressing trauma through accessible, affordable housing. We provide more than shelter; our intensive on-site services include clinical support from licensed mental health clinicians and parenting and teen support programs. Our empathetic case management team connects our clients to vital healthcare services, empowers families with essential life skills, and provides education and employment assistance.



SPECIALIZED MENTAL HEALTH AND ACADEMIC SERVICES FOR HOMELESS CHILDREN AND TEENS: Our Youth Enrichment Centers serve as safe havens for homeless children and teens, offering specialized mental health support and individualized academic assessment and coaching. We provide daily tutoring, a teen club, summer camps, and enrichment activities that foster healing and growth.



COUNTY-WIDE HOUSING STABILIZATION: Hope Solutions offers comprehensive housing navigation services, including readiness assessments, housing searches, move-in support, eviction prevention, and limited financial assistance. We work closely with individuals and families referred through Contra Costa County's coordinated entry process and other system partners to promote health and housing security.



RAPID RE-HOUSING: We assist families, youth, and individuals in securing housing through our rapid re-housing program, which includes time-limited rent subsidies and support services to help residents maintain stable housing. Additionally, Hope Solutions provides essential housing, case management, and education support for individuals transitioning from the corrections system, fostering stability and opportunity as they reintegrate into society.



Our Impact

WE SERVED
3,835
CLIENTS

91¢ of every dollar
goes directly to
benefit our clients



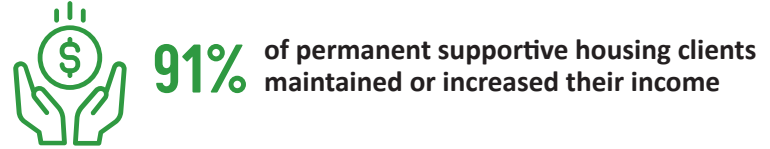
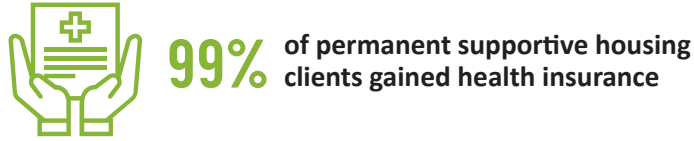
Ending Homelessness

Our model is ending homelessness for families and individuals.



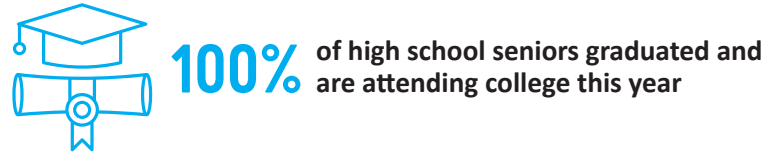
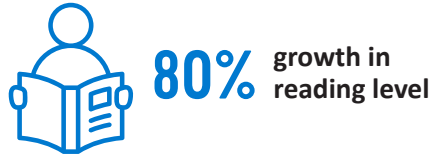
Improving Self Sufficiency

Our intensive case management increases housing stability and self-sufficiency.



Youth Success

Our enrichment programs provide youth with the support they need to thrive.



Volunteers: The Heart of Hope Solutions

 **2,900** Total
Volunteer Hours

 **629** Backpacks

 **711** Holiday Gifts

 **47** Organizations

 **289** Volunteers





Holiday Party



Eagle Scout Garden Project



Backpack Packing Party



Spirit of Giving



Spring Basket Deliveries



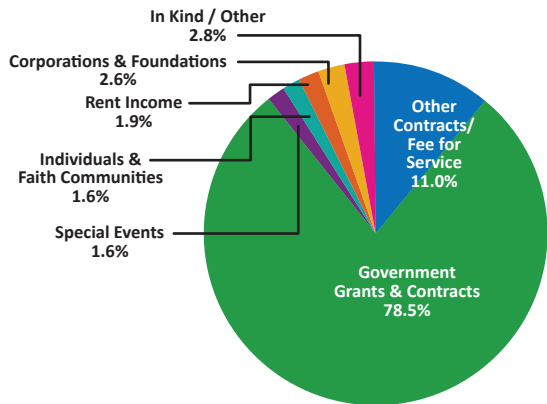
Pumpkin Carving

Financial Sustainability

For nearly four decades, Hope Solutions has balanced diverse revenue streams to support our work to end homelessness.

Our revenue streams include public government contracts and private philanthropic support from a wide range of individual donors, foundations, and corporations. In FY2024, we increased our budget from 13.6 million to 16.6 million dollars.

Source of Funds

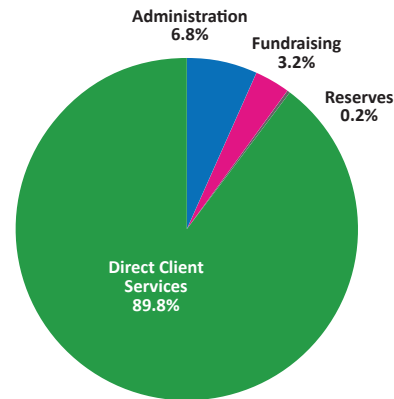


Source of Funds

Government Grants & Contracts	78.5%	\$ 13,067,987
Other Contracts / Fee for Service	11.0%	1,832,912
In Kind / Other	2.8%	476,455
Corporations & Foundations	2.6%	411,592
Rent Income	1.9%	325,738
Individual Contributions & Faith Communities	1.6%	268,000
Special Events, Net	1.6%	258,667

Total 100% **\$ 16,641,351**

Use of Funds



Use of Funds

Direct Client Services	89.8%	\$ 14,949,421
Administration	6.8%	1,124,114
Fundraising	3.2%	538,195
Reserves	0.2%	29,621

Total 100% **\$ 16,641,351**

*unaudited

Donor Roll

We are grateful to our donors and supporters for helping us end poverty and homelessness for so many households in our community this past fiscal year. Our donor roll recognizes all your gifts, including planned giving Legacy Circle, recurring Sustaining Hope donors who have committed to ongoing contributions, first-year donors, and those who have been with us for 10+ years. We are so grateful for your support!

**To reduce our environmental footprint, we have moved our donor roll online. Please contact us for an electronic version.*

“Don’t be afraid to ask for help. We came to Hope Solutions, living in our car, and within two weeks, Hope Solutions helped us find a home and jobs.”

— Amalia & Lyle





“Hope Solutions has given me the boost of confidence I needed to get myself to this next level in life.” – Ivy

Ivy and her two young children were facing eviction after escaping a situation of domestic violence. Despite her efforts to increase her work hours, she still couldn't make ends meet for rent. Just when things seemed most uncertain, a Hope Solutions housing navigator stepped in to help. With their support and guidance, Ivy found new housing within a week. This new beginning provided stability for her family and renewed hope for a brighter future.

How You Can Help

Our supporters have been at the heart of Hope Solutions since day one. There are lots of ways to make a difference.

DONATE ITEMS backpacks, spring baskets, holiday gifts, auction baskets

VOLUNTEER to help kids in our after-school programs

HELP welcome a new resident by setting up their home

DOUBLE YOUR IMPACT by leveraging your company match

FORWARD our newsletter to a friend



“I feel hopeful. I feel like God gave me another chance.” — Jae

Jae became homeless after the death of her grandmother, who had been her support system. Following this loss, she faced significant health challenges that led to several months of hospitalization. During this difficult time, Hope Solutions provided crucial assistance by offering her permanent supportive housing. This stable environment allowed Jae to focus on her recovery and regain her footing. With the ongoing support from Hope Solutions, she began to rebuild her life and work towards a brighter future.

To read more about our clients' stories, visit hopesolution.org/news.

DESIGNATE your birthday gifts to Hope Solutions
INCLUDE Hope Solutions in your estate planning
JOIN US at our annual Ruby Slippers gala
FOLLOW US on social media and share with your friends
ADVOCATE for affordable housing in our community



HOPE SOLUTIONS

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hopesolutions.org

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SAVE THE DATE

Ruby Slippers



2025

THERE'S NO PLACE LIKE HOME

A GALA BENEFITING HOPE SOLUTIONS



SATURDAY, MARCH 22, 2025