



Episcopal  
Community Services  
San Francisco

# Annual Report Fiscal Year 2019

# ECS is Making a Difference

A MESSAGE FROM BETH STOKES, EXECUTIVE DIRECTOR

Dear ECS Community,

Please join me in reflecting on a year in which Episcopal Community Services expanded services for the benefit of the most vulnerable people in our community.

Through our partnerships with the City of San Francisco, other organizations, and your commitment to ending homelessness in our community, we served more than 13,000 individuals and families experiencing or at risk of homelessness.

The release of the 2019 San Francisco Point in Time count, the semi-annual census of people experiencing homelessness, brought the needs of our unsheltered neighbors to the forefront of both a local and national conversation. From the time of the last count in 2017 to 2019, the number of people experiencing homelessness in San Francisco increased by 17%. This report confirms what we know by experience, that homelessness is a public health crisis in our community, and we are determined to invest in the best-practice strategies needed to successfully provide solutions for our unhoused neighbors.

In fall 2018, ECS became the lead agency for the Adult Coordinated Entry (ACE) system and its community Access Points. ACE serves as the gateway into San Francisco's Homelessness Response System, the centralized system for housing and program resources for adults experiencing homelessness. This process identifies those who are the most vulnerable, highest need, and chronically homeless, and prioritizes them for housing and services. Problem Solving staff work with individuals who are not immediately placed in housing to explore their own resources (known and unknown) as pathways out of homelessness.

To address the needs and aspirations of the people we serve, we continue to develop our system of care that encompasses multiple and interconnected pathways from homelessness into housing and stability. This year's successes include hiring a Director of Workforce Development and Social Enterprise, launching a catering website (CHEFSKitchenonline.org), and established a partnership with Goodwill Industries to utilize employment as a solution for homelessness; hiring our first Director of Healthy Aging to provide specialized services that address the unique needs of seniors experiencing homelessness; and opening a second Navigation Center as a significant step for many individuals on their path out of homelessness.

As 2019 draws to a close, Episcopal Community Services will continue to pursue best practices to address the ongoing homelessness crisis in our community. To be successful, we will continue to leverage the full capacity of all of us—the entire community—to end homelessness. We value your partnership and thank you for your dedication to serving our unhoused neighbors.

Together in community,

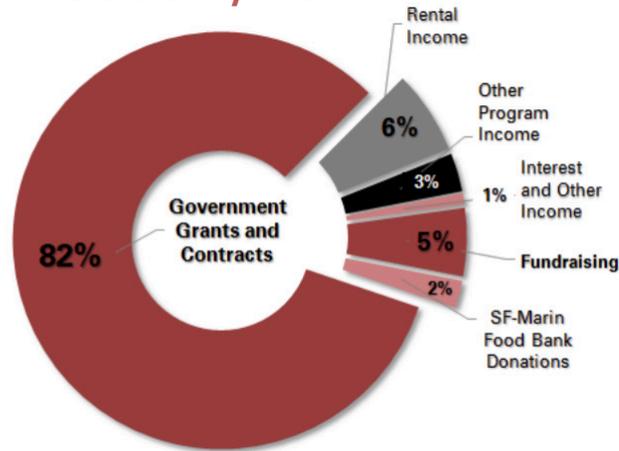


Beth Stokes  
Executive Director

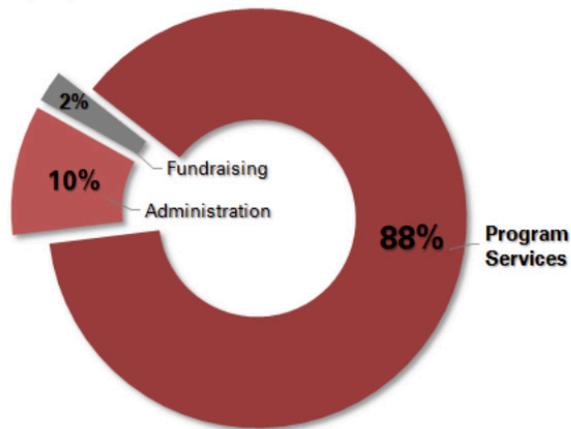
# FY 2019 Financial Data

JULY 1, 2018 - JUNE 30, 2019

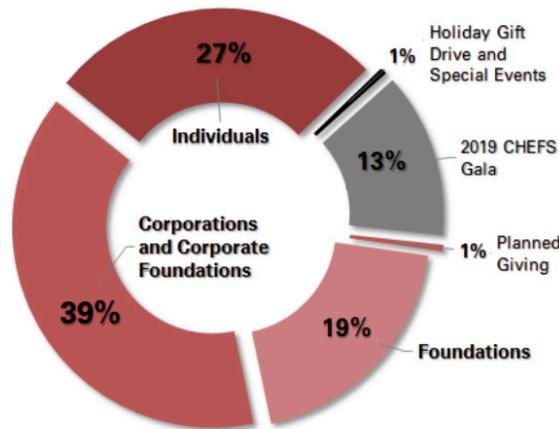
## Revenue by Source



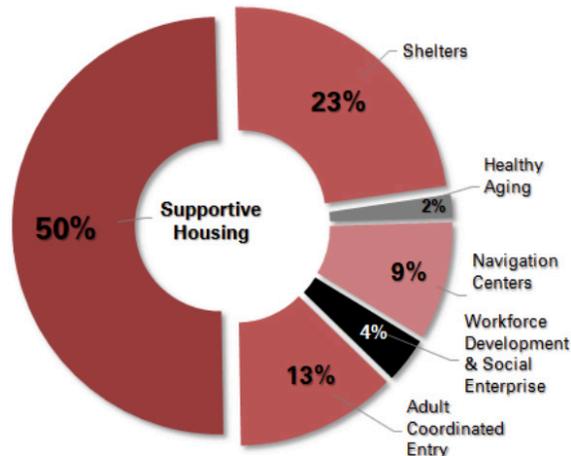
## Expenses



## Fundraising Revenue



## Program Services Expenses



## Revenue by Source

Fundraising	\$2,068,211
SF-Marin Food Bank Donations	834,557
Government Grants & Contracts	32,258,327
Rental Income	2,533,219
Other Program Income	1,164,532
Interest and Other Income	329,587
<b>Total Revenue</b>	<b>\$39,188,433</b>

## Fundraising Revenue

Individuals	\$558,891
Foundations	402,761
Corporations & Corporate Foundations	808,317
2019 CHEFS Gala	276,000
Holiday Gift Drive	4,095
Special Events	7,307
Planned Giving	10,840
<b>Total Fundraising Revenue</b>	<b>\$2,068,211</b>

## Expenses

Program Services	\$34,096,706
Administration	3,907,247
Fundraising	957,521
<b>Total Expenses</b>	<b>\$38,961,474</b>

## Program Services Expenses

Adult Coordinated Entry	\$4,268,278
Supportive Housing	17,000,844
Workforce Development & Social Enterprise	1,205,947
Healthy Aging	619,454
Navigation Centers	3,126,903
Shelters	7,875,280
<b>Program Services Total</b>	<b>\$34,096,706</b>

# Programs and Impact

ECS provides a dynamic and growing range of services to address the complex nature of homelessness. In fiscal year 2019, ECS served more than 13,000 people. Compared to the previous year, ECS served 85% more people, including families, veterans, seniors, and LGBTQ+ individuals.



## Adult Coordinated Entry

**Adult Coordinated Entry (ACE)** is San Francisco's gateway for individual adults experiencing homelessness in the city to be matched with the services they need. In fall 2018, ECS became the lead agency to operate ACE for the SF Department of Homelessness and Supportive Housing. ECS's **Problem Solvers**, a newly created team, take a highly personalized approach to help people find solutions and pathways to housing.

*Clients Assessed: 5,939*

*Problem Solving Resolutions: 2,927*

*Housing Solutions: 1,092*



## Supportive Housing

ECS manages 13 permanent supportive housing sites with tailored, on-site social services, activities, and case management to help stabilize formerly homeless adults (including seniors and veterans) and families.

*Units: 1,045*

*Residents: 1,450 including 97 families with 161 children*

*Individuals who lived in unit for one year or longer: 91%*

*Families who remained housed for one year or longer: 99%*



## Workforce Development and Social Enterprise

ECS integrates workforce development opportunities throughout our service portfolio to improve access to income through employment for our clients. ECS supports more than 200 people annually in their vocational and educational goals, with a focus on providing opportunities and training that participants can use to obtain stable and better jobs. This year, we launched a new catering website (CHEFSKitchenonline.org). **CHEFS** (Conquering Homelessness through Employment in Food Services) is the cornerstone of this expanding program. CHEFS is a free, 10-12-week culinary training and employment readiness program for homeless and/or low-income adults.

*Students: 25*

*Graduates: 18*

*Placed in Employment: 18*



## Healthy Aging

ECS has long been one of San Francisco’s leading providers of interim and supportive housing and other services for homeless and/or low-income seniors. ECS’s Healthy Aging program focuses on physical and mental well-being, community involvement, accessing resources, and independent living. At the Canon Kip Senior, ECS provides a hub of daytime meals, case management, and community activities for older adults.

*Seniors served: 1,483*

*Hot lunches served: 33,761*

*Individuals participated in support services: 538*

*Case Management: 118 served*



## Behavioral Health

ECS provides clinical behavioral health services to high-risk individuals experiencing homelessness at San Francisco’s five largest shelters through the San Francisco Shelters Treatment Access and Resource Team (SF START). Specialists guide participants through a process of self-directed goal-setting that builds upon their strengths.

*Clients served: 183*

*Clients showing increased life functioning: 38%*



## Interim Housing

ECS operates two Navigation Centers and two shelters for single adults. Navigation Centers provide a low-barrier respite from the streets for a highly vulnerable population, in tandem with on-site case management, streamlined access to social services and medical care, and coordinated entry into pathways to permanent housing. Shelters provide clean beds, breakfast and dinner, showers and laundry facilities, support services, and social activities. Since 1988, ECS has collaborated with the SF Interfaith Council and the City of San Francisco to operate a five-month winter shelter.

### Central Waterfront Navigation Center

*Number of beds: 64*

*Annual Guests served: 229*

### Bryant Street Navigation Center

*(opened January 2019)*

*Number of beds: 84*

*Annual Guests served: 334*

### The Sanctuary Shelter

*Number of beds: 200*

*Annual Guests served: 1,441*

### Next Door Shelter

*Number of beds: 334*

*Annual Guests served: 2,009*

### Interfaith Winter Shelter

*Number of beds: 60-100*

*Annual Guests served: 1,000*



Central Waterfront Navigation Center



ECS Shelter



Healthy Aging Program



CHEFS

## Individual Donors

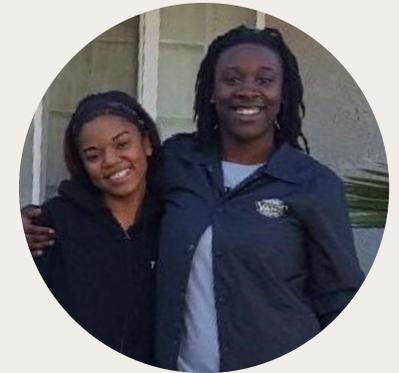
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## Profile: Family into stable housing



Jeanine and her daughter Natasha were living in a family shelter, and Jeanine feared for Natasha's safety and security. She wanted a better life for her daughter and herself.

She first connected with ECS **Problem Solvers** when they visited the shelter, one of many outreach activities that the Problem Solving team undertakes to assist individuals in exiting homelessness.

The Problem Solvers helped Jeanine utilize her own network of colleagues and friends to locate housing that they could share with a friend, as well as provided funding for their housing's security deposit and first month's rent.

Note: All client names changed to protect the client's identity.

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† Monthly donor

Episcopal Community Services greatly values the talent, energy, and time of our many volunteers. In fiscal year 2019, 2,295 volunteers provided more than 28,000 hours to the vulnerable people that ECS serves. Volunteers may participate as individuals, as part of a corporate group, with their religious organization or school group, or through a volunteer group such as Hands on Bay Area, Volunteer Match, or the GetVolunteering MeetUp group.

Nadee (pictured) volunteers in the dinner service at **Next Door** shelter. “The chef during the dinner shift,” she says, “is so incredibly welcoming to volunteers. With her help, I’ve served dinner, gotten to know the different clients, and I always try to greet them with a smile. Most of them now recognize me.”



“Every person, regardless of where they are in their life, will at some point need some help,” notes Alan, one of the volunteers from Dolby Labs who added a fresh coat of paint to one of ECS’s supportive housing sites. “That’s why we’re here.”



Dolby Labs volunteers

## Donors

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## Profile: From unsheltered to sheltered



**Janice and Sean** lived unsheltered on the streets for 15 years. Their interim housing options were limited because they were a couple and had a pet. When city outreach workers contacted them this year, they were eager to make a change in their lives.

Through the support of ECS **Adult Coordinated Entry (ACE)**, they moved into an ECS Navigation Center, where they could stay together as a couple, and bring their dog Prince. While living at the Navigation Center, they received intensive support from ECS Support Services, and after working with ECS Problem Solving's team, received stable housing.

*Note: All client names changed to protect the client's identity.*

## Donations in Honor of and in Memory of

### Gifts in Honor of

April Anderson *for Jessie Goodrum*  
 William Bonnell *for Bishop Swing*  
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 Peter Brunner *for Kelly Wilkinson*  
 Bridget Burke *in the name of Mother Cabrini for Helen*  
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 Patricia Emslie and Steve Emslie *for our dear friend Ken Reggio*  
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 Samantha Murillo *for Ruth Lightfoot*  
 Victorine Palangian *for Mary Jizmagian*  
 Elizabeth Spencer *for Greg Zinkl*  
 Anson Stewart *for Quinn's birthday*  
 Martin Woodson *for my friend Chris Wine, resident of San Francisco and champion of the rights and needs of homeless people in the city*

### Gifts in Memory of

Elizabeth P. Beckett *for Margaret Baymiller*  
 Sharon Christen *for Pei Lynn Yee*  
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 Glenn H. Reid *for Frank S. Lanier*  
 Eumi Sprague *for Walter Conway*  
 JoAnn Stewart *for Stephen Jacobs, son of Mr. and Mrs. Robert Jacobs*  
 Meredith M. Tennent *for Walter T. Conway, Jr.*

*Thank you for honoring a loved ones memory with your donation.*

## Sanctuary Society

The Sanctuary Society recognizes donors who have generously included ECS in their estate plans. To learn more or join, please contact Christina Alvarez at [calvarez@ecs-sf.org](mailto:calvarez@ecs-sf.org) or 415.487.3300, x1243.

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§ Deceased



### Profile: Veteran housed

Lenny is a decorated veteran and musician who experienced homelessness for four years. Housing costs and needs far surpassed his income, leaving him with few opportunities. Living on the street compounded his trauma.

After meeting with ECS's **Adult Coordinated Entry** staff, his first step to stability and housing was a stay at ECS's Central Waterfront Navigation Center, where he worked diligently with case management and stabilization services. With the assistance of the ECS **Problem Solving** team, he moved into his own place.

*Note: All client names changed to protect the client's identity.*

## Holiday Gift Drive Donors

Each year, the ECS community joins together to provide holiday gifts to our residents, clients, and guests.

We gratefully acknowledge the generosity of the following individuals, faith groups, and companies:

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Episcopal Community Services gratefully acknowledges the generosity of individuals, foundations, corporations, and businesses that contributed in fiscal year 2019 (July 1, 2018 – June 30, 2019). If your name has been omitted, misspelled, or listed incorrectly, please accept our sincerest apology and inform us by contacting Jerry Metzker, Associate Director of Development, at 415.487.3300, x1241 or [jmetzker@ecs-sf.org](mailto:jmetzker@ecs-sf.org).



# CHEFS GALA

BENEFIT



SAN FRANCISCO, CA

ECS's CHEFS Gala 2019 was a great success! Our 15th annual CHEFS Gala was held on May 2, 2019 at Bespoke in the Westfield San Francisco Centre. This year, 21 fantastic Bay Area restaurants, wineries, and breweries shared delicious bites, desserts, and beverages.

The program was emceed by internationally acclaimed Master Chef and cookbook author Martin Yan. The auction was led by Emmy Award-winning radio/TV host Liam Mayclem. The generous participation of the 420 attendees enabled us to raise nearly \$275,000. Thanks to our gala sponsors and donors.

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## Profile: CHEFS student to professional

When **Elijah** began the **CHEFS program**, he was living in a one-room supportive housing unit with his partner and their daughter. He was struggling to find full-time employment, resorting to selling drugs to earn money. Looking for a pathway out of poverty, he enrolled in CHEFS. With the support and training he needed, he excelled in the program. "Now," he says, "as long I wake up in the morning and open my eyes, I'm going to make the best of that day." He credits CHEFS for not only providing him with culinary training, but also interpersonal skills—how to follow someone else's lead and teamwork by learning alongside people of different personalities, ethnicities, and backgrounds.

Elijah successfully completed his employment audition and secured employment at Dolby Labs through the Epicurean Group. He's earning enough to support his family without assistance. He bought a car, and he lives in a larger apartment where his daughter has her own room and where there will be enough space and stability to raise a new member of their family, who is coming soon.

Note: All client names changed to protect the client's identity.



**Episcopal  
Community Services**  
San Francisco

## Mission

Episcopal Community Services of San Francisco helps homeless and low-income people obtain the housing, jobs, shelter, and essential services needed to prevent and end homelessness.

Episcopal Community Services San Francisco  
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