

# A Year of Success

Shelter Network  
Annual Report  
2010–2011







For the last 24 years, **Shelter Network** has been providing housing and support services for homeless families and individuals to return to permanent housing and ongoing self-sufficiency. This year was no different.





## 2011 was a pivotal year for Shelter Network.

We embraced new leadership, finished ahead of our revenue goal, and continued to expand to meet the growing need for safety-net services.

Each day, our staff and volunteers work relentlessly toward our goal of ending the cycle of homelessness. To get there, we're working in new and different ways, like enhancing our "Beyond the Bed" methodology to transform the lives of over 4,600 men, women, and children annually in their journey back to permanent housing and ongoing self-sufficiency.

This year, we have renewed our focus on Quality Improvement, so that we not only meet our day-to-day quality objectives, but also exceed traditional expectations to deliver excellence. Our quality improvement progress is evidenced by our outcomes: The average length of stay in our Transitional Housing program for families is just over 100 days, which is less than half the national average of 223 days; a record number of clients graduated with increased employment and an average of \$2,000 in savings.

As a resident of Silicon Valley, we value the use of technology to maximize the effectiveness of every donor dollar. This year, we implemented a Salesforce.com, cloud-based client tracking system, and upgraded to smart phones for our case managers in the field, thus significantly improving overall staff productivity.

We received Charity Navigator's top 4-star rating again this year, and our administrative expenses remained at 18%. Our six housing facilities operated at 100% occupancy throughout the year, as well.

While our progress is rewarding, we have an opportunity to do more – every night, our Wait List averages 30 families and 40 single adults. Increasing revenue will provide additional resources to meet this growing demand, thereby strengthening the health of the entire community across the San Francisco Bay Area.

Thank you for the support you've given to Shelter Network over this past year. To those who have engaged with Shelter Network throughout our history and supported us as a respected leader in the community—you have my deepest gratitude. Additionally, we thank our dedicated partners, accomplished Board of Directors, and committed staff. Working together, the future of Shelter Network, and of the people we serve, is indeed bright.

Join us as we celebrate another year of success, and as we look forward with a spirit of optimism. In the coming year 2012, Shelter Network begins a hallmark anniversary honoring 25 years of service.

I hope our Annual Report informs, inspires, and makes you proud of your choice to support Shelter Network.

Karae M. Lisle, Executive Director

# Methodology

## Homeless Family or Single Adult

Shelter Network's "Beyond the Bed" methodology combines traditional shelter with comprehensive services to help homeless families and individuals return to permanent housing and ongoing self-sufficiency.

## Core Referral Agency

Referral to Shelter Network

## Shelter Network Intake

Assessment of Needs

Case Management  
Budgeting & Financial Literacy  
Housing Search  
Employment Search

## Motel

Wait for Shelter Opening

No families with children living on the streets

Average Nightly Wait List  
**30 Families**  
**40 Single Adults**

On-Site Child Care  
Job & Interview Preparation  
Transportation Vouchers  
Furnished Transitional Apartments

## Shelter & Housing

## Shelter Network Emergency Housing

First Step for Families, San Mateo

Maple Street Shelter, Redwood City



Donated Clothing & Household Necessities  
Food Pantry  
Medical Care  
Behavioral Health Counseling

## Shelter Network Transitional Housing

Average Nightly Occupancy  
**84 Families**  
**92 Single Adults**

Life Skills Workshops  
Academic Tutoring  
Educational Scholarships  
Connection to Public Services

Haven Family House, Menlo Park

First Step for Families, San Mateo

Family Crossroads, Daly City

Redwood Family House, Redwood City

Maple Street Shelter, Redwood City

Access to Legal Guidance  
House/Community Involvement  
Follow Up Services

## Permanent Housing

## Ongoing Self-Sufficiency

## Comprehensive Services: Beyond the Bed

# Impact

**Total Homeless Served: 4,658**

Families	923
Children	1,655
Single Adults	1,584

## Client Graduate Success:

Average Savings While in Shelter	<b>\$1,917</b>
Secured Permanent Housing	<b>91%</b>
Jobless Families Attained Employment	<b>31%</b>

**63%**

of clients are homeless  
for the first time

**10%**

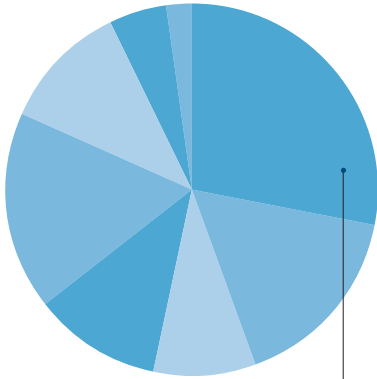
of Shelter Network Adults are **Veterans**

Volunteers	12,059
Volunteer Hours	48,152
Volunteer Groups	607

Clients Graduated in an Average of **105 days**

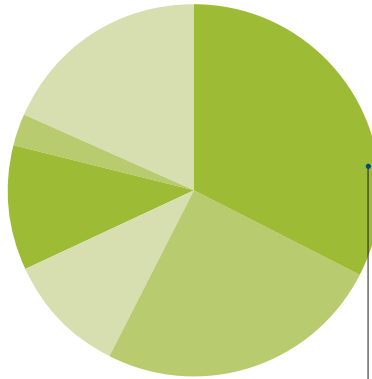
Compared to National Average of **223 days**

### Ages of Family Members



<b>0-5 yrs old</b>	29%
<b>6-12 yrs old</b>	16%
<b>13-17 yrs old</b>	9%
<b>18-24 yrs old</b>	11%
<b>25-34 yrs old</b>	17%
<b>35-44 yrs old</b>	11%
<b>45-54 yrs old</b>	5%
<b>55+ yrs old</b>	2%

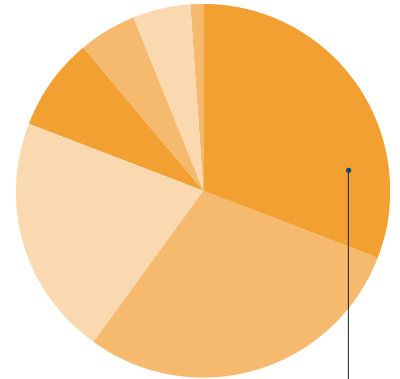
### Primary Cause of Homelessness



<b>Job Loss / Unable to Find Work</b>	33%
<b>Family Breakup / Divorce</b>	25%
<b>Eviction / Rent Increase</b>	11%
<b>Mental Illness / Substance Abuse</b>	10%
<b>Domestic Violence</b>	3%
<b>Other*</b>	18%

\*Reason for homelessness is unknown or due to illness, loss of benefits, criminal activity or death in the family.

### Race / Ethnicity



<b>Hispanic</b>	31%
<b>Caucasian</b>	29%
<b>African American</b>	21%
<b>Pacific Islander / Native Hawaiian</b>	8%
<b>Asian</b>	5%
<b>Multiracial / Other</b>	5%
<b>Native American / Alaskan</b>	1%

# A Success Story



Shelter Network helped Cheryll, a Veteran and single mother, on her journey to a new career and permanent housing.

**My personal struggle with homelessness began** last summer with the breakup of my 13-year marriage. At the time, I was pregnant with my beautiful daughter, Vera.

I worked for the National Guard for two years. When I became pregnant with Vera, my military career opportunities faded. If my unit was deployed, there would be no one to help care for my daughter—Vera’s father had left the country, and I had no family nearby. I had no choice but to leave my job with the National Guard.

We struggled to get by while I looked for a new job. I used my savings and sold all my possessions – my clothes, furniture, and finally my car. With no income and no family support, I eventually became homeless with my infant daughter.

While I thought of going to a “shelter,” I was terrified of what I imagined to be a crowded and dangerous environment. Instead, I stayed at cheap motels, or called friends and offered to cook dinner for them, in exchange for a night on their couch.

After six months of homelessness, I reached my breaking point. It was Friday, New Year’s Eve. I had no car, no money, and no cellphone. I didn’t know where Vera and I would sleep that night...or the whole weekend. I headed to the hospital emergency room, pretending to be sick, so I could rest in the waiting room. I had not slept for days—I was afraid that if I fell asleep, my baby would fall out of my arms. The hospital staff gave me a sandwich and a car seat for Vera to sleep comfortably.

I was referred to Shelter Network, and from that moment on, our lives would be changed forever.

Vera and I moved into Shelter Network’s emergency housing in San Mateo. The facility was beautiful and safe—nothing like what I’d imagined. We were given our own room, food, diapers, and supportive services.

Every day I searched for jobs and took classes on resume writing and interview skills. After one month, we graduated to a Shelter Network transitional apartment in Daly City. Working closely with my Case Manager, I regained confidence and was able to dedicate more time and energy toward my search for employment and permanent housing.

My Case Manager helped me apply for Shelter Network’s Housing Readiness Program, which provides a temporary housing subsidy and the opportunity to enroll in vocational training classes. I was so excited to go back to school. This was my chance for a new career!


A sergeant I knew from the National Guard inspired me to become an Emergency Medical Technician. He said, “EMTs are there when people are at their worst.” I knew that was what I wanted—to help people at their worst, just as Shelter Network helped me. I enrolled in EMT classes, and Shelter Network’s Grove Foundation scholarship paid for most of the tuition.

I am proud to say that I did very well in my EMT courses. Despite the long hours, and challenging childcare scheduling, Vera and I persevered. I graduated from the EMT program with a distinguished merit award. I am now attending college full-time for a degree in Respiratory Therapy, on my way to a career as a paramedic.

The best news of all: In September, Vera and I moved into our very own apartment!

Shelter Network has literally saved my life, and the life of my infant daughter. Thanks to them and all their supporters, I have the education and confidence to help others in need. I will always be deeply, deeply grateful.

As an EMT, we are taught to provide words of comfort to patients. We say to them, “The worst is over. We are here to help.” The truth is, there is no difference between the staff at Shelter Network, supporters like you, and a paramedic. We are all in the same business of saving lives.

 Hear Cheryll tell her story in her own words at [www.shelternetwork.org/breakfast](http://www.shelternetwork.org/breakfast)

# Voices

## Community

We as a society are only as great as those who are most in need. Shelter Network, your service gives strength to our community. You are courageous and you are to be thanked.

**Susan Manheimer, Chief of Police, City of San Mateo**

Shelter Network has been close to my heart since its inception. They transform lives from crisis to stability, and are one of the shining lights of safety-net services.

**Jackie Speier, United States Congress**

We are deeply grateful that our children had the chance to volunteer with us at Shelter Network. Now that they are adults, they see community service as an integral part of their lives. Our time spent at Shelter Network has been amazingly rewarding.

**Susan Camarillo, Volunteer Support Committee**

As the demand for safe, stable housing continues to rise across the Bay Area, Shelter Network's commitment to supporting families out of homelessness is more critical than ever. The organization's hard work and profound compassion show in every aspect of its service. Shelter Network proves that it is possible to end homelessness, one family at a time.

**Daniel Lurie, CEO & Founder, Tipping Point Community**

Shelter Network is vital to the health of our community. Their staff understand the essential value of comprehensive services—providing each person with individualized resources, education, and genuine care for their success. It is an honor to be one of their supportive partners.

**Lee Michelson, CEO, Sequoia Healthcare District**

Shelter Network provided me with so much more than food, clothing, and a roof over my head. I walked out of Shelter Network a much better person than I was when I walked in. Not just a better person than the man I was a year ago, living in my car, but a better man than I had been all my life.

**Steve C., Graduate of Redwood City Facility**

I was beginning to lose hope, but Shelter Network never gave up on us. My family now has our own place with a backyard, and we will be forever grateful. Mahalo—thank you.

**Rosalie F., Graduate of Menlo Park Facility**

I have experienced some great challenges these past months, but one thing that has remained consistent is the motivation and encouragement that all the staff have shown my family at Shelter Network.

**Tramaine P., Graduate of San Mateo Facility**

The first night we moved into Shelter Network, I couldn't sleep a wink—I was so happy to be somewhere safe, somewhere we could begin to rebuild our lives. Shelter Network has been a lifesaver for me and my children.

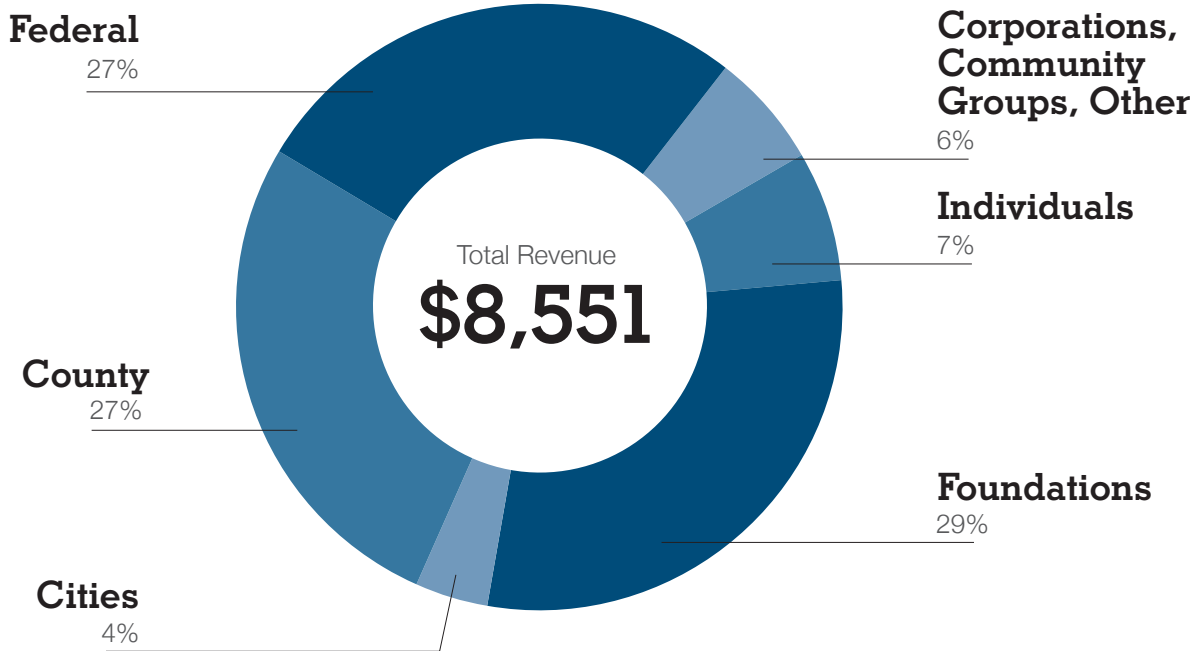
**Stephanie P., Graduate of Transitional Family Program**

I had every opportunity a young man could hope for, but certain events in life led me to being chronically homeless for 17 years. My new life began when Shelter Network gave me my own room and my dignity. Now, I walk around this same city where I was once homeless with my head up, not down. I feel my opportunities are endless, not hopeless.

**Hugh H., Permanent Supportive Housing Resident**

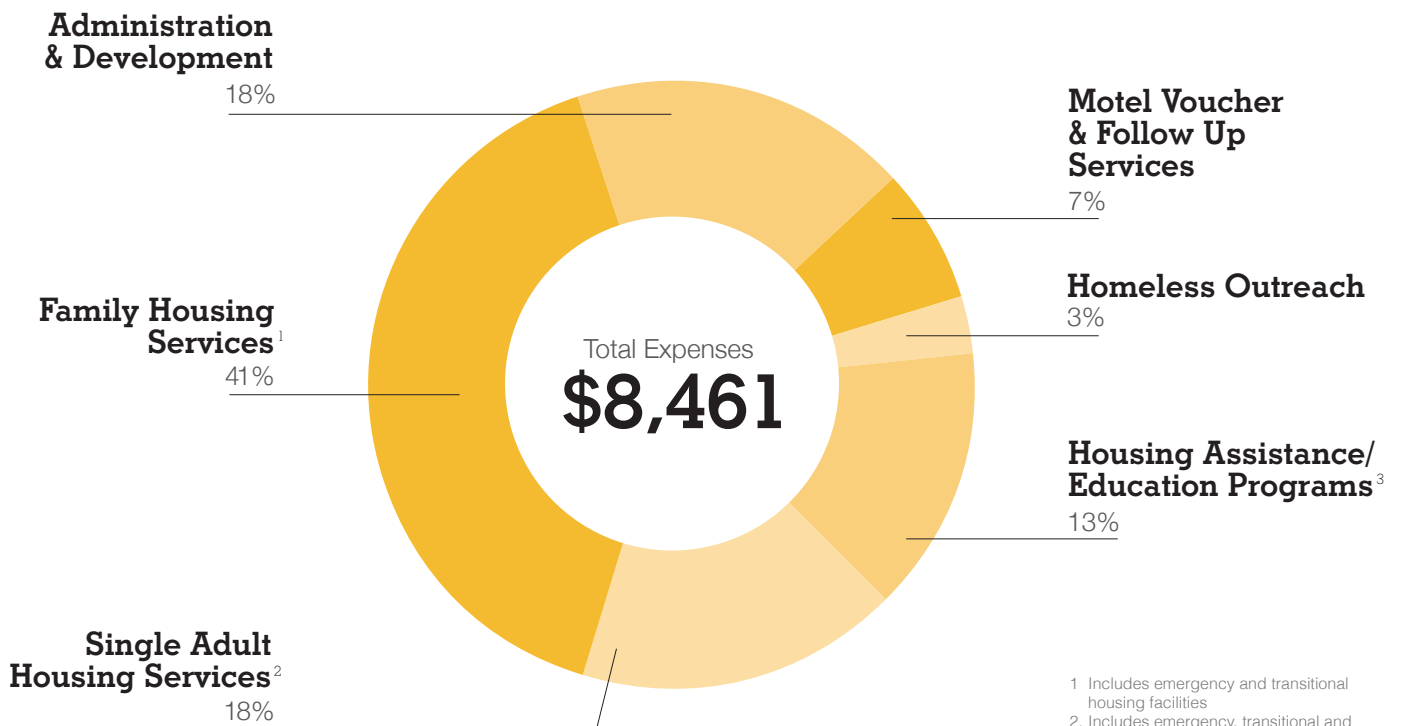
## Revenue

in thousands



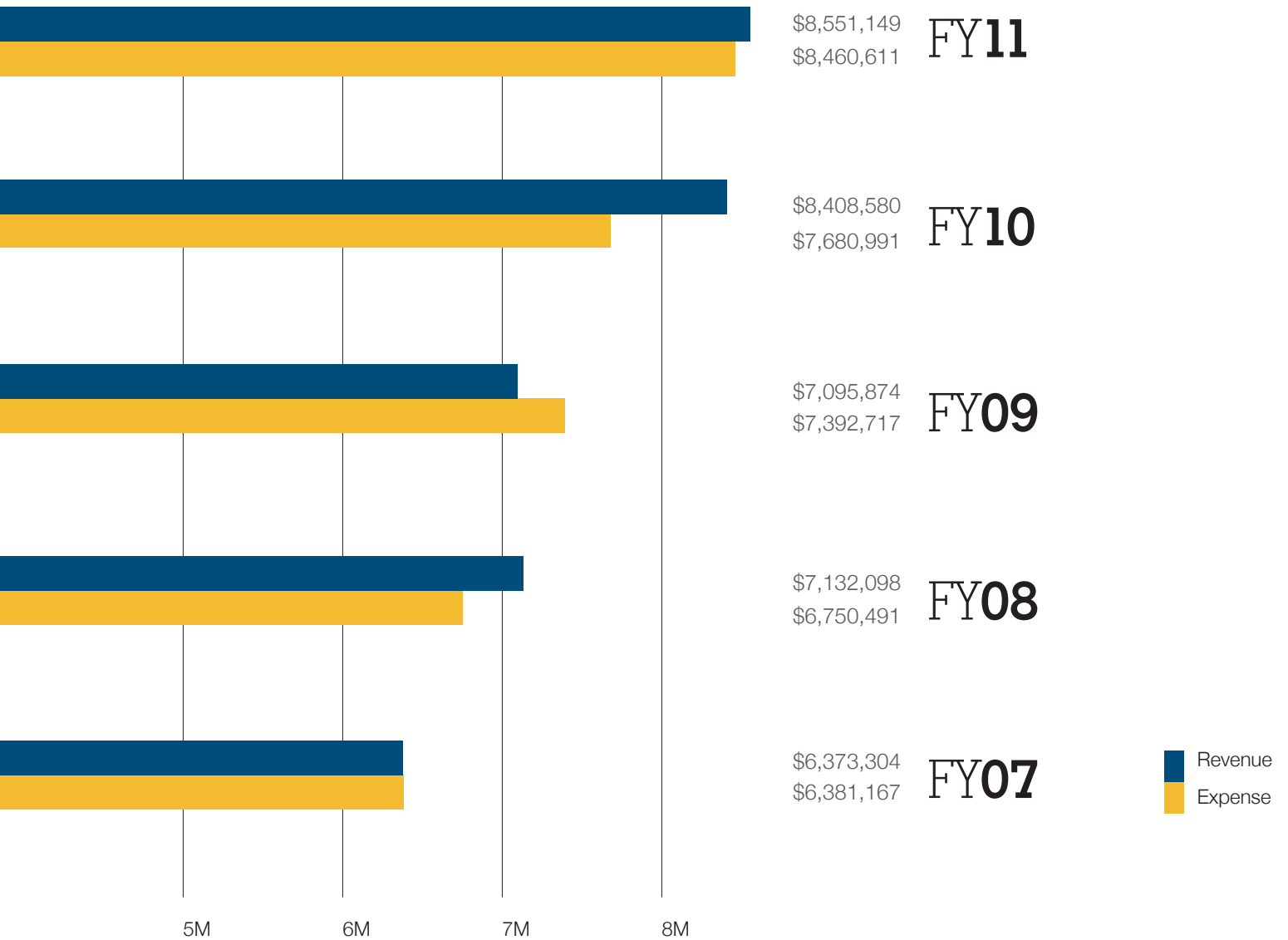
## Expenses

in thousands



1 Includes emergency and transitional housing facilities  
2 Includes emergency, transitional and permanent supportive housing facilities  
3 Includes Bridges, HPRP, Housing First, and SCORE programs

## 5 Year Budget History



# Financials

## Assets & Liabilities

in thousands



Cash, Cash Equivalents & Investments	\$	4,576
Accounts Receivable	\$	1,500
Unconditional Promises to Give	\$	336
Prepays & Deposits	\$	129
Land, Building and Equipment	\$	9,822
Other Assets	\$	873
<b>Total Assets</b>	<b>\$</b>	<b>17,236</b>

Accounts Payable & Accrued Expenses	\$	1,547
Refundable Deposits & Advances	\$	3,322
Deferred Income	\$	68
<b>Total Liabilities</b>	<b>\$</b>	<b>4,937</b>

Unrestricted Net Assets	\$	10,014
Temporarily Restricted Net Assets	\$	2,285
<b>Total Net Assets</b>	<b>\$</b>	<b>12,299</b>

<b>Total Liabilities and Net Assets</b>	<b>\$</b>	<b>17,236</b>
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# Partners

Shelter Network thanks our collaborative partners for supporting comprehensive, quality services for our homeless families and individuals.

## Referrals for Shelter Services

Coastside Hope  
Daly City Community Service Center  
El Concilio  
Fair Oaks Community Center  
Home and Hope  
North Peninsula Neighborhood Services Center  
Opportunity Center, InnVision  
Pacifica Resource Center  
Puente  
Samaritan House  
Service League of San Mateo County

## Children's Services

Child Care Coordinating Council  
Children's Fund  
First 5 of San Mateo County  
Human Services Agency, County of San Mateo  
Lucile Packard Children's Hospital  
Institute for Human and Social Development  
Little Wonders  
Peninsula Family Service  
Prenatal to Three, County of San Mateo

## Food, Clothing, and Household Items

Career Closet  
Ecumenical Hunger Program  
Interfaith Network for Community Help (INCH)  
My New Red Shoes  
Second Harvest Food Bank  
Sequoia Healthcare District  
Society of St. Vincent de Paul  
St. Anthony's Padua Dining Room

## Medical and Behavioral Health Care

Behavioral Health and Recovery Services, County of San Mateo  
El Centro de Libertad—The Freedom Center  
Free At Last  
Healthcare for the Homeless  
Horizon Services Inc., Palm Avenue Detox  
Mental Health Association  
Our Common Ground Inc.  
Project 90  
Ravenswood Family Health Center  
Samaritan House Free Clinic  
San Mateo Medical Center  
Sitike Counseling Center  
StarVista (formerly YFES)  
Women's Recovery Association

## Job Training & Education Services

Cañada College  
College of San Mateo  
Goodwill Industries  
JobTrain  
Notre Dame de Namur University  
PeninsulaWorks  
Skyline College  
Stanford University  
Vocational Rehabilitation Services

## Collaborative Case Management & Counseling

Caminar  
Community Overcoming Relationship Abuse (CORA)  
Edgewood Center for Children and Families  
Freedom House  
Veterans Administration

## Housing Assistance

HIP Housing  
Housing Industry Foundation  
Project Sentinel  
St. Raymond's Homeless Family Fund

## Legal/Financial Education

Corey, Luzaich, Pliska, de Ghetaldi & Nastari LLP  
Franklin Templeton Investments  
International Institute  
Legal Aid of San Mateo County  
Morgan, Lewis & Bockius LLP  
Stanford Community Law Clinic

## Special Needs Assistance

Center for Independence of the Disabled  
Community Gatepath of Northern California

## Administrative Collaboration

MidPen Housing Corporation  
Miller Correa & Associates  
Thrive: The Alliance of Nonprofits for San Mateo County

# Gratitude

**Shelter Network thanks the following individuals and organizations who invested in our efforts for the 2010–11 fiscal year (July 1, 2010–June 30, 2011).**

## \$100,000+

Charles and Ann Johnson Foundation  
City of Daly City  
County of San Mateo  
First 5 of San Mateo County Grove Foundation  
David and Lucile Packard Foundation  
Sequoia Healthcare District  
Silicon Valley Community Foundation  
Sobrato Family Foundation  
Tipping Point Community  
U.S. Department of Housing and Urban Development  
VA Palo Alto Health Care System

## \$50,000–\$99,999

Anonymous  
City of Redwood City  
City of San Mateo  
Federal Emergency Management Agency  
Genentech Foundation  
Hurlbut-Johnson Charitable Trusts\*  
JPMorgan Chase Foundation  
Nicholas J. Biever Trust  
Philanthropic Ventures Foundation  
Gloria Principe and John O'Farrell  
San Francisco Foundation  
State of California

## \$25,000–\$49,999

Adobe Foundation\*  
Alain Pinel Realtors  
City of San Carlos  
City of South San Francisco  
Franklin Templeton Investments  
Hedge Funds Care  
HRH Foundation  
Oracle Corporation  
Peery Foundation  
Sand Hill Foundation  
SanDisk Corporation\*  
Solid Rock Foundation  
Maria Starr

Sandi and John Thompson  
Wells Fargo Bank  
Westly Foundation  
Woodlawn Foundation  
Yahoo! Employee Foundation

## \$10,000–\$24,999

Almanac Holiday Fund\*  
Atkinson Foundation  
Phyllis and Scott Bedford  
Brin Wojcicki Foundation  
California Foundation for Stronger Communities  
Carl Gellert and Celia Berta Gellert Foundation  
Charles D. Farber Memorial Foundation  
Cisco Foundation  
City of Belmont  
City of Menlo Park  
Winifred Johnson Clive Foundation  
Carol and Al Crites  
Danford Foundation  
Julia and James Davidson  
E\*Trade Financial  
Fuller Foundation  
Gilead Sciences, Inc.  
Jill Grossman  
Grousbeck Family Foundation  
Kaiser Permanente San Mateo Area  
Carol and Charles Kanavle  
Marcia and John Goldman Foundation  
Mendelsohn Family Fund\*  
Mental Health Association of San Mateo County  
Mental Insight Foundation  
Mills-Peninsula Health Services  
Bette D. Moorman  
Morris Stulsaft Foundation  
Network Appliance, Inc.\*  
Nick Traina Foundation  
Order of Malta  
Catherine and Michael Podell  
Ann and William Regan\*  
Salesforce.com, Inc.  
Symantec Corporation  
Dr. and Mrs. Orlin Trapp  
United Way of Bay Area  
Vanguard Charitable Endowment Program

Elizabeth and Mark Vorsatz  
Michele and Ted Wang  
David and Susan Young

## \$5,000–\$9,999

Leslie and Doug Ballinger  
Karen Bergman  
Bodri Foundation\*  
Borel Private Bank & Trust Company  
Betsy and Hunt Burdick  
Gina Cassinelli and Marylou Schoone  
Karen and David Wilson  
Christensen Family Foundation  
City of Palo Alto  
City of San Bruno  
Connie and Bob Lurie Foundation  
Corey, Luzaich, Pliska, de Ghetaldi & Nastari LLP  
Crown Family Philanthropies  
David and Sara Schnell Fund\*  
Catherine and John Debs  
Kathleen Egan and Rodney Ferguson  
Claire Haldan  
HEDCO Foundation  
Hewlett-Packard Company  
Anna Zornosa Heymann and Leonard Heymann  
Hodges Family  
IKON Office Solutions, Inc.  
J. H. Robbins Foundation  
Jennifer Johnson  
Junior League of Palo Alto–Mid-Peninsula, Inc.  
Phyllis Kayten and Steve Weinstein  
Page Mailliard and James Isaacs  
Paul and Susan Matteucci  
Mervyn L. Brenner Foundation  
Messiah Lutheran Church  
Angela Nomellini and Kenneth Olivier  
Janine O'Flaherty and Anthony Gschwend  
Marcia and Bill Pade  
Rey Vaden Family Foundation  
Barbara and Gregory Rosston  
RR Donnelley  
Gordon Russell  
San Mateo County Association of REALTORS

Scandling Family Foundation\*  
Storm Castle Foundation  
Swedcom Corporation  
Elaine and Arthur Taylor  
Valley Presbyterian Church of Portola Valley  
Maren Christensen and William Welch

## \$2,500–\$4,999

Acclarent, Inc.  
Hildy and Cesar Agustin  
Amy and Scott Arnold  
B&N Industries  
Margaret Becker and Dennis Yarak  
Celeste and Wendell Birkhofer  
Beth and Jonathan Bishop  
Bona Family Charitable Fund\*  
Nancy and Howard Bott  
Susan Breyer  
City of Burlingame  
City of Foster City  
Clorox Company Foundation  
Employee Giving Campaign  
James Cody and Elizabeth Ruffalo Cody  
Cytokinetics Inc.  
DataSafe  
Christina Dickerson  
June and James Diller\*  
Don Diltz & Brigid Van Randall Real Estate  
Draeger's Supermarkets, Inc.  
Penny and Alan Dunckel  
Edie and Bill Dwan  
Electronics for Imaging, Inc.  
Ethicon, Inc.  
Fenwick & West LLP  
Food Industry Crusade Against Hunger  
Sara Furrer and Annette Bianchi  
Genencor International, Inc.  
Nancy Handel  
Hilton Garden Inn  
Huron Consulting Services, LLC  
Anne and Edward Jamieson  
Edmon and Mary Jennings  
Pamela Koch and Drew Altman  
Christine and Jeff Krolik  
Catherine Kruttschnitt

Leslie Family Foundation  
Debra and Mark Leslie  
Nora Daly and Tim Linerud  
Little Wonders  
Catherine and Michael Lohead  
Patricia and Stevan Luzaich  
Anne and Jeff Maggioncalda  
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Betsy and Mike McCall  
Priscilla Reagan-Cinadr and Richard Miller  
Mr. and Mrs. John Morgridge  
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Network for Good  
Nibbi Brothers General Contractors  
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Pacific Gas & Electric Company  
Mary and David Phillips  
Christina and Thomas Quiggle  
Barbara and Ron Reis  
Ms. Robin Riddle  
Rossi Family Foundation  
Rotary Club of Menlo Park Foundation  
Rudolph and Sletten, Inc.  
Linda and Ted Schlein  
Selavy Foundation  
Silicon Valley Social Venture Fund  
State Street Foundation  
Ina Stewart and George Corey  
Colleen and Geoffrey Tate\*  
Brendan Thomas  
TOSA Foundation  
Town of Colma  
United Business Media, LLC  
Visa Givingstation  
W.L. Butler Construction, Inc.  
Heather and Dave Weir  
Cheryl and Clark Westmont  
William H. Crocker Middle School  
Wilson Sonsini Goodrich & Rosati Foundation

## \$1,000–\$2,499

Lisa and William Alexander  
All Stars Helping Kids  
Alloy Ventures Paul Andrews

Anonymous	Lela Djakovic and Campbell Frank	Kohlberg Kravis Roberts & Company	Laura and Mike Peterhans	Kathy Trimble
Shellye Archambeau and Scotty Scott	Doyle-Yessik Charitable Fund	Julia Kringel	Sonya and James Peters	Kathy and Kevin Trimble
Arndt Electronics	Rita Duncan	Harriet Lake	Carey and Joshua Pickus	Liz and Paul Tucker
Nicole Aron	E. Richard Jones Family Foundation	Joan F. Lane	Postlets	Tyco Thermal Controls
Jennifer and Todd Barrett	eBay Foundation*	Lori and Scott Langmack	Margaret and Tom Power	United American Bank
Alison and James Barta	Jill and Paul Ekas	Ann and Randall Lee	Beverly Purrington and Richard White	Sue Valeriote and Ken Goldman
Kathleen Bennett and Tom Malloy	Sherry Eldridge	Karen Lemcke	Helen and Russell Pyne*	Jeanine Walters
Bethany Presbyterian Church	Episcopal Church of St. Matthew	Kimberly and Thomas LeMieux	Raydean Randlett	Georgianna and Robert Waters
Big Joe Leasing & Rentals, LLC	Nadr Essabhoj	Mary Lewis	Paul and Barbara Regan Family Fund	Dagmar Wedel and Patrick Daley
Inger and Norbert Bischofberger	Eucalyptus Foundation	Jill and Phillip Lighty	Jeannette Revel-Mauro	Nathan White
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Marilyn and Allan Brown*	Carol and Roger Flores	Sally Lucas	Sarah and Kyle Ryland	Jennifer and Gabriel Wolosin
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Mrs. Sheila O. Burns	Kathy and Dan Francis	Elaine and Peter MacDonald	Hassen Saidi	Janice Woods
Byer Foundation	Franklin Templeton Investments Employee Giving Program	Joseph and Patricia Mach	Elaine Saussotte and Michael Hall	Wade Worsham
C.M. Capital Foundation	Friends For Youth, Inc.	Patricia and Bryant Macy	Jo Ann and George Schapiro	Amy Wright and Emerick Woods
Susan and Al Camarillo	G.W. Williams Foundation*	Nancy and Alex Malaspina	Reva and John Segall	Janet Zablock
Honorable Thomas J. and Susanne Campbell	Marcel and Elisabeth Gani Philanthropic Fund*	Billie Marks and John Burnier	Paulette Setler	Jane and Mitchell Zimmerman
Canter Moorhead Family Law	Daniel Garland	Asher Matsuda	Seton Medical Center	
Pamela and Christiaan Canter	Sissy and Ted Geballe	Maxygen	Beth and Byron Shaw	<b>\$500-\$999</b>
Carol Carnevale	Geer Family Fund	Michael and Margaret McCaffery	Lisa and Stephen Shirley	Chris Adkins
Gail Castro	Clarabell and John Geer	Pam McCarthy and William Hudson	Shere and John Shoch	AllianceBernstein
Catholic Healthcare West	Bonnie and Robert Gerlach	Martha and Iain McClatchie	Rebeca and Mark Showen	Maria Amundson
Gregory Celotti	Michelle Graham and Scott Sullivan	Christie and James McCoy	Charlotte and George Shultz	Amy and George Baggott
Kathy and Bob Ceremsak	Grinstead Family Trust	Debra and Bryan McLaughlin	Susan Siegel and Joe Kinsella	Cassandra Benjamin
Ardath Chapman	Ann and John Hagedorn	Mary and Joseph Merkert	Dawn and Laird Simons	Mary Ellen and Thomas Benninger
Charles Schwab & Co. Inc.	Amanda and Patrick Hagerman	Metropolitan Transportation Commission	Nicole and Gordon Smith	Bingham McCutchen
Charles Schwab Corporation Foundation	Lois and James Hanco	MidPen Housing Corp.	Camilla and Shahan Soghikian	Liat and Chris Bishko
Danielle and George Chrisman	Henry J. Kaiser Family Foundation	Carmelita Miranda	Sonora Area Foundation	Bon Appetit Management Company
Janet and Lester Chun	Erica and Steve Herbert	Diana Mongini	Speramus Foundation	Julie and James Borden
Nancy Clark and Bill Broach	Margaret Ho	Morgan Stanley Foundation	Marian and Ted Sprague	Jennifer and David Bressie
Coldwell Banker San Mateo	Mr. and Mrs. Joshua Hugg	Samia and Tom Morgan	St. Matthews Episcopal Church	Derk Brill
Coldwell Banker—Karyl Eldridge & Jennifer Cheung	Elizabeth and Zach Hulsey	Sarah and Michael Murphy	St. Paul's Episcopal Church of Burlingame	Douglas Brown
Consult Supply Support, Inc.	Infinera Corporation	Camilla Nelson	Harise and Peter Staple*	Burr, Pilger & Mayer LLP
Jesse Cool	Peter Ingram	Peter Nystrom	Jacqueline Stewart and Peter Thomas	Jane Cai
Cotchett, Pitre & McCarthy	International ProInsurance Services, LLC	Kathryn Obana and Keith Matsuoka	Susan and Kenneth Sutherland	California Community Foundation
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# About Us

**Through collaborative partnerships, resourcefulness, and dedication to best practices,** Shelter Network is committed to breaking the cycle of homelessness for thousands of men, women, and children every year.

Established in 1987, Shelter Network has evolved to become one of the largest and most effective human service agencies in the San Francisco Bay Area. We operate six emergency and transitional housing facilities, which include four family facilities and two for single adults.

Shelter Network's methodology delivers results: over 90% of the families that graduated from the organization's transitional housing programs last year returned to permanent housing. The average length of stay in a transitional family program is just 100 days – less than half the national average transitional stay of 223 days.

Shelter Network responds effectively to over 1,500 calls per week and provides shelter and support to 4,658 people annually, which includes 923 families and over 1,600 children. Additionally, more than 75% of the clients we serve are families with children, 10% of our clients are Veterans, and 63% are experiencing homelessness for the first time.

The agency's success is founded in its comprehensive methodology, "Beyond the Bed," which combines traditional shelter services with in-depth case management, mandatory savings, supportive services, and life skills training. Clients are required to save a minimum of 50% of their income and attend mandatory workshops on a wide array of topics, such as financial literacy, budgeting, parenting, and job preparation. Supportive services include food, clothing, household items, child care, medical care, counseling, and tutoring—all provided at no charge to Shelter Network clients.

Shelter Network's annual operating budget of \$8 million stems from a variety of funding sources: 60% public (city, county, state, and federal government) and 40% private (foundations, individuals, corporations, and civic groups). Shelter Network has been awarded Charity Navigator's top 4-star rating for three consecutive years, confirming the agency's financial viability and cost-efficient practices.

Despite Shelter Network's housing facilities operating at 100% capacity at all times, the need for our services remains high. The waitlist for homeless services averages 30 families and 40 single adults each night. Shelter Network relies on support from the community, in addition to our public and private funders, to assist those most in-need.

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