



THE **PEOPLE** CONCERN

# 2019 IMPACT REPORT



# FROM THE CEO

Over the past year, we have expanded our reach and capacity for providing for our most vulnerable neighbors. With input from our program participants, we have worked diligently to strengthen our programs across all eight core service categories so that we can more effectively address the effects of homelessness, poverty, mental and physical illness, abuse and addiction. As our agency continues to evolve to meet the complex needs of those we serve, we have embraced new partnership opportunities, from operating El Puente, the first of Mayor Garcetti's *A Bridge Home* projects, to permanently housing people with our strategic partner, FlyawayHomes.

We are proud to share with you all that has been accomplished this year through your support. You helped us enhance our ability to meet people where they are and develop robust wellness programs that are essential for creating a therapeutic, trauma-informed healing community — be it at our drop-in center, interim housing or permanent housing. Together, **we housed more people than ever before**, despite being in one of the tightest and least affordable housing markets in the country!

We also completed our Strategic Plan, *Vision 2028*, which will serve as a roadmap for the agency in our journey to end homelessness for 20,000 people by 2028. Through our strategic partnership with FlyawayHomes, we have committed to ending homelessness by changing the housing development model

to rapidly and cost-effectively increase the supply of Permanent Supportive Housing (PSH) throughout Los Angeles. We know that housing alone is not enough, however, and that comprehensive, integrated care is essential to helping people maintain their housing. The People Concern will be the exclusive, on-site supportive services provider at all future FlyawayHomes communities.

There is much to look forward to in the coming year: expanding our County-wide services by opening Kensington Campus in Lancaster; increasing drop-in services in Skid Row, including renovating the Frank Rice Access Center and the Downtown Wellness Center; and leaning into Permanent Supportive Housing by partnering with multiple developers to house hundreds of Angelenos.

With our community of supporters, dedicated staff and partners, The People Concern is on a path to end homelessness for 20,000 people by 2028. Together, we will continue to empower the most vulnerable among us to rebuild their lives — **housed, healthy and safe.**



A stylized, handwritten signature in blue ink, appearing to read 'John Maceri'.

**John Maceri**  
*Chief Executive Officer*  
The People Concern

# “THERE IS A LIGHT AT THE END OF THAT TUNNEL.”

I don't have to go back 10 steps, I can just go forward. Right now, watching my kids grow up. Nothing more, nothing less. Being able to see my kids grow up, that's my joy. When it is all said and done, I will go back to peer advocating. It's just giving back, it's who I have become. - *Alfredo*



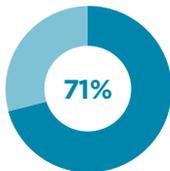
# IN THE LAST YEAR

## OUTREACH

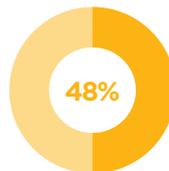
We continued to expand our engagement efforts across Los Angeles County to connect people with services, referrals and resources. Through consistency and dedication, **our teams built trust and rapport with over 6,000 people**, with the end goal of linking them to housing.

### Results in Action

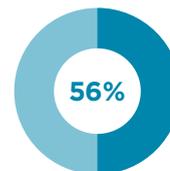
A recent study from the RAND Corporation found that after being served by our Homeless Multidisciplinary Street Team (HMST) for at least six months, participants on average had:



fewer encounters with the police



fewer encounters with the fire department



fewer emergency room visits

They estimate that the team has saved the City of Santa Monica up to \$259,000, not including costs for emergency services borne by entities other than the City.

## HOUSING

Once living in their own apartments, we work closely with our formerly homeless neighbors to ensure they are well-supported in their new homes. From the Antelope Valley to Santa Monica, our teams provided 1,758 people with essential supportive services.

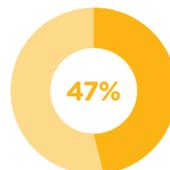


# 1,758

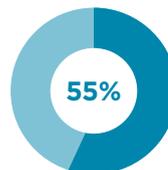
people received essential supportive services so they remain housed, healthy and safe.

## WELLNESS PROGRAM

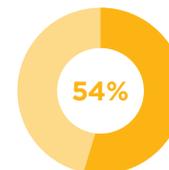
We evaluated a group of those who participated in our Wellness Program:



of participants reported feeling more socially connected



of participants felt they were functioning better in everyday life



of participants saw a decrease in their BMI



## DOMESTIC VIOLENCE

Through shelter, support groups, workshops, hotline calls, legal services and service referrals, Sojourn, our domestic violence program, brought safety, connection and hope to **1,744 individuals and families**. Sojourn added in-house counsel to expand the capacity of its legal services programs and better serve the complex needs of this population. The staff attorney provides much needed legal assistance, including various direct services to clients and training and consultation for staff and volunteers.



**1,744**

individuals and families increased their safety, connection and hope.

## INCOME SERVICES

Our Money Management program **grew by 60%** in the past year with **429 individuals** gaining financial stability and increasing their savings. **55 people have saved at least \$1,000 in their accounts!**

### Community Support

We are so grateful to our community of over **1,550 volunteers** who dedicated thousands of hours to our most vulnerable neighbors! From game nights to yoga classes, our volunteers also helped provide immediate assistance to improve nutrition and reduce food insecurity, including:



**49,294**  
sack  
lunches



**2,999**  
bags of  
groceries

\*data collected from July 2018 - June 2019

# NEW THIS YEAR

## EL PUENTE

In September 2018, The People Concern offered new, safe spaces to 45 men and women experiencing homelessness in the El Pueblo neighborhood. Their pathway home began when Los Angeles Mayor, Eric Garcetti, authorized a contract for The People Concern to operate the very first interim housing site of his *A Bridge Home* initiative. Our team provides holistic care onsite including case management, wellness and life skills groups, substance abuse services, and mental health care while consistently working with participants to secure permanent housing.

## STEAVEN K. JONES SUPPORTIVE COMMUNITY

The People Concern is excited to be the strategic partner of FlyawayHomes, an innovative supportive housing development organization that was born out of The People Concern's Permanent Housing Committee. FlyawayHomes uses social impact equity and modular construction to build housing in a third of the time and at a third of the cost compared to the status quo. In November 2018, 32 people, a mix of single adults and families, moved into homes of their own at the Steaven K. Jones Supportive Community, the first FlyawayHomes permanent supportive housing development in South Los Angeles. The People Concern staff provide on-site case management services and help cultivate a therapeutic community.

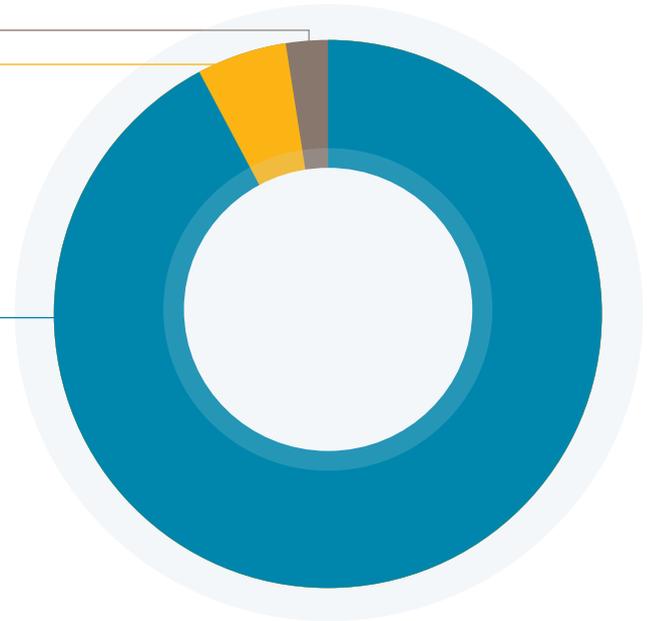
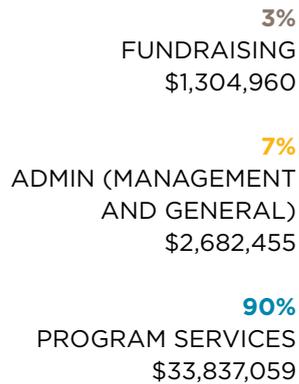
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“Home is where I live, it is my place of residence. I have my own address, and **I am so proud** of it. I am treated with respect as being a normal person again because **I have a home again.**” - Eric

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# FINANCIAL SNAPSHOT FY 2017-2018

## EXPENSES



## REVENUE SOURCES



The People Concern estimates a more than \$65 million annual operating budget for fiscal year 2019-2020. **Please visit [thepeopleconcern.org](http://thepeopleconcern.org) for full financial reports.**

**Integrated care is essential to helping people maintain their housing. Our goal is to end human suffering - not just manage it.**

Our highly effective integrated model of care enables 92% of those placed in permanent housing to remain housed indefinitely. We build self-sufficiency, restore dignity and help our vulnerable neighbors become contributing members of the community, enhancing the quality of life for everyone concerned.

To learn more about how you can volunteer or get involved please visit [thepeopleconcern.org](http://thepeopleconcern.org).

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