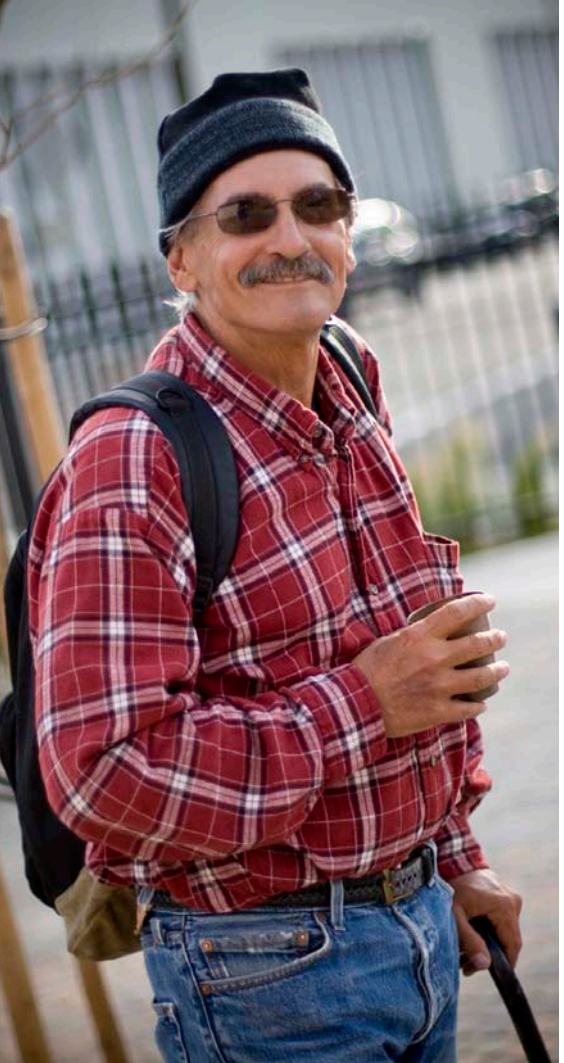
UNION STATION HOMELESS SERVICES

2012-13 ANNUAL REPORT



UNION STATION HOMELESS SERVICES

OUR MISSION

Helping men, women and children rebuild their lives and end homelessness.

OUR VALUES

We believe in:

- The dignity and value of every person
- Treating all people with respect and compassion
- Providing the highest-quality services to those who seek our assistance
- Honesty, transparency, and fairness in all our dealings
- Prudent stewardship of our resources
- Continuing improvement and efficiency
- Meriting the trust others place in us
- Collaborating effectively with other agencies

SOLUTIONS TO END HOMELESSNESS

In 1973, a group of compassionate community members wanted to make a difference. Together, they rented a small storefront on Union Street in downtown Pasadena and began offering coffee, donuts and friendship to those who needed it most. They welcomed the poor, the indigent, and the lonely into "Union Station," a nurturing and safe gathering place for the homeless.

From those modest beginnings, Union Station Homeless Services has grown. Today, Union Station is the San Gabriel Valley's largest, most comprehensive social service organization assisting homeless and low-income men, women and children.

Union Station has helped rebuild the lives of thousands of people who were once homeless and without hope. It is deeply humbling to look back and see how many lives have been transformed at Union Station.

After four decades of committed service, we have learned a few things:

1. **There are many causes of homelessness:** Poverty, healthcare costs and housing expenses, unemployment, and mental health issues are just a few of the reasons individuals and families end up without a place to call home. For them, the dream of a warm bed and a door that locks too often feels out of reach.

2. **We can't do it alone:** Community partners, our outstanding staff, dedicated volunteers and generous donors play a vital role in helping Union Station fulfill its mission. Together, we provide comprehensive, community-based solutions that empower homeless people to rebuild their lives and end their cycle of homelessness.

3. **Our work is not done:** Looking forward, we will stay committed to those who have fallen through the cracks, and we will continue to collaborate with community partners and local governments to increase the amount of affordable housing in our community.

A MESSAGE FROM THE BOARD CHAIR

Dear Friends,

As you read this annual report you'll be struck by the fact that the work done by Union Station has become even more valuable to our community with each passing year. Since our doors opened more than 40 years ago, our efforts to help people improve their lives have never ceased. In fact, we are now Pasadena's largest comprehensive solutions center for people in danger of falling into homelessness, or for those trying to escape from homelessness. At Union Station, we don't just offer food and shelter; we offer hope and long-term assistance to help people sustain themselves in a compassionate, non-sectarian environment.

Union Station is compassionate, yet it is also impactful. We make sure our clients have the best possible chance of improving their lives. This takes resources to accomplish. We are consistently seeking financial support for our work, and invite you to be even more involved. If you have friends you'd like to introduce us to, we'd be happy to spread knowledge about what we do. It truly takes a village!

On behalf of the Board of Directors, it is my pleasure to say thank you to our dedicated staff as well as our many loyal volunteers who make a real difference in the lives of those we serve every day. We deeply appreciate those of you who prepare food in our kitchens and help our job seekers hone their skills, as well as those who make a donation to help further our work. Thank you for caring and for being part of a vital organization that contributes to making Pasadena a better community. We couldn't do it without your involvement!

I hope that you will find inspiration in the work described in this report. I'd be willing to bet that the more you know about the work we do, the more you'll want to be involved in making greater-Pasadena an even better community!

Warmly,

Randy Shulman

A MESSAGE FROM THE CEO

On behalf of everyone at Union Station Homeless Services, I am so pleased to share with you this report of our activities, programs and client successes during 2012-2013. Our dedicated staff has been busy working with the many people who come to us in distress and without housing. As always, our goal is to assist them to acquire the resources and determination to move on to a better life.

While we reflect on the past year through this report, **we are also planning our future.** One of the methods by which we hope to accomplish our goals is by reinforcing the professional skills of our outstanding staff. Today, a growing number of our staff hold MSW degrees, and others are pursuing advanced degrees and training. In addition, we presently host 20 graduate-level interns from the fields of social work, occupational therapy and vocational rehabilitation. Every day in all of our programs, these young aspiring professionals partner with our permanent staff to expand the depth and breadth of service we provide. By becoming a social service training institution, we are better able to fulfill our mission.

We believe the obvious: the best way to end homelessness is to provide housing--but not just any housing. Permanent supportive housing (PSH) offers formerly homeless families supportive services from an on-site agency that help ensure the families will be able to stay housed. Union Station, the City of Pasadena and National Community Renaissance, a highly-respected nonprofit housing developer, are working together to create Pasadena's very first PSH development for families, a 20-unit apartment complex at Mar Vista and Union streets. While we are still in the planning stages, I am reasonably confident that this vitally important community asset will go into service in 2016.

All that we've done reflects the community support that keeps Union Station strong and growing. Every day we strive to merit the trust and confidence that has been placed in us for more than 40 years. Thank you for your interest in our work today.

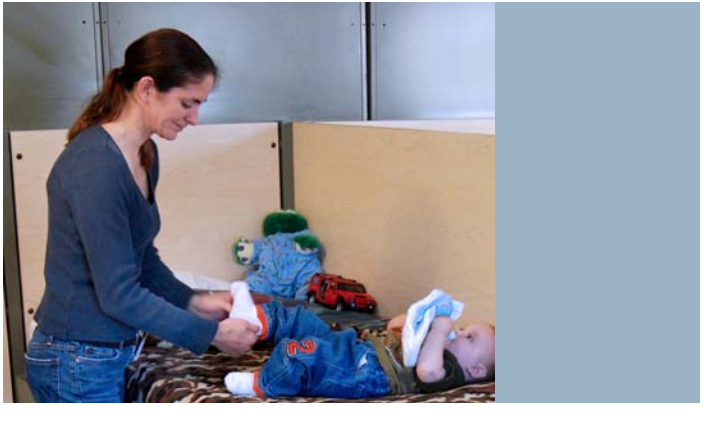
Best wishes,

Marvin M. Gross

PROGRAMS: THE PATH FROM HOMELESSNESS TO HOUSING...

Our programs are rebuilding lives. We operate six major programs at five facilities throughout the City of Pasadena, providing a full continuum of care to help our homeless community members become stable and self-sufficient. We carefully craft our programs to give homeless families and individuals everything they need from the time they walk through our doors, until the time they have keys to their own apartment.

Our programs include: Passageways, Family Center, Adult Center, Centennial Place, Euclid Villa, and Sources.



PASSAGEWAYS

1020 S. Arroyo Pkwy.,
Pasadena, CA 91105

When people are homeless and in need of help, they begin their journey at Passageways, the entry-point to Pasadena's homeless services network. Operated in partnership with Pacific Clinics, this one-stop service center provides assessment of housing, health, education and vocational needs. Staff connect people to the service areas identified and work directly to identify housing resources with the goal being permanent supportive housing.

Passageways provides links to the following services, free of charge:

Housing Resources:
Shelter ○ Housing ○ Motel Vouchers ○ Sober Living ○ VASH Vouchers

Enrollment Assistance:
Veterans Services ○ Department of Social Services ○ Department of Rehab ○ Supplemental Security Income

Medical/Mental Health Services:
Health Screening and Testing ○ Counseling ○ Psychiatric Services ○ Detox

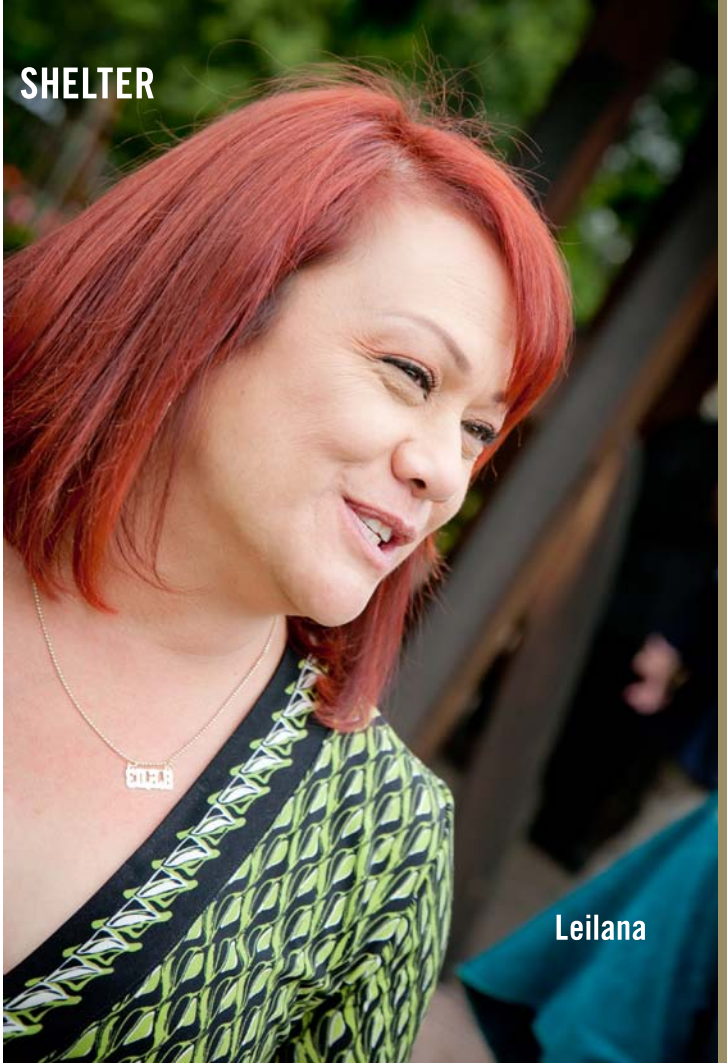
This fiscal year, Passageways helped **1,730** homeless people begin the journey to self-sufficiency.

Manuel

ADULT CENTER

412 S. Raymond Ave.,
Pasadena, CA 91105

Men and women living at Union Station's Adult Center, a 56-bed shelter, receive vital supportive services, including case management, health care, recovery support and life skills classes, such as money management and nutrition. This center offers drop-in services for day patrons, such as community meals, showers and laundry programs.



Leilana

Leilana came to Union Station's Adult Center 10 years ago, after her third penitentiary lock up. Until that point, her life had been filled with gangs, drugs and jail.

She says the day she came to Union Station, her life was transformed.

"I was homeless. I came out of the penitentiary. Union Station was the last house on the block for me," Leilana says.

"All my family had shut the door on me -- but Union Station opened their doors to me… It was a beautiful door that helped me turn my life around."

The Adult Center provided shelter and supportive services to **264** men and women – **a 43%** increase from last year.

Today Leilana lives and works in the Pasadena community and is a proud alumna of Union Station. She speaks at our events to inspire others and remind them that it is possible to begin anew.

"Union Station gave me a second chance at life," she says.

To see a video of Leilana telling her story, visit www.unionstationhs.org/client-stories/leilana/

FAMILY CENTER

825 E. Orange Grove Blvd.,
Pasadena, CA 91104

Union Station's 50-bed Family Center provides a safe, nurturing, and homelike environment where homeless parents and their children can rebuild their lives. Residents receive healthy meals, shelter, case management, children's enrichment activities, and life skills classes such as parenting, money management and couples counseling.

The Family Center provided shelter and supportive services for **171** people in **62** families this year.

Kyle

Kyle was just 16 when he and his mother and siblings ended up homeless. His father left the family in 2009, and his mother developed a serious drinking problem.

"When I came to the Family Center, me and my family were basically in broken pieces," he says. At the Family Center, they found the support and the resources they needed to put the pieces back together and start rebuilding their lives.

His mother began her journey back to sobriety and found a job with the help of Sources, our career development program. With the support of Family Center case managers and PUSD's Families in Transition program, Kyle and his brothers were able to return to school.

Within a few months, the family moved into their own apartment. Kyle graduated high school, and is now a confident 21-year-old with a fulfilling job.

"When I came to the Family Center, I was in a really dark place. At the Family Center, I found peace. I could finally see that there was something better at the end of the tunnel."

Kyle

Centennial Place is home to **142** single adults.

Rajali

It was in the local Pasadena Public Library where **Rajali** fell in love with reading and education as a child. He went on to earn a Bachelor's degree from Pitzer College and a teaching certificate. He taught computer applications and pursued his hobby of voiceover and radio work.

But the education sector was hit hard by the recession, and Rajali's teaching position was eliminated. His struggle to survive was only compounded when he suffered two strokes in 2012. He lived with friends and managed to find tech work, but with failing health and dwindling work, Rajali could not pay his rent.

A friend referred him to Union Station. At Centennial Place, he found the stability and resources he needed.

"I can regain control over my life now," he says.

To learn more about Rajali, visit www.unionstationhs.org/client-stories/rajali/

CENTENNIAL PLACE

235 E. Holly St.,
Pasadena, CA 91101

Permanent Housing for single adults

There is no substitute for a door that locks and a place to call home. Union Station proudly expanded its continuum of care in 2010 when it partnered with Abode Communities and the City of Pasadena to provide on-site supportive services at Centennial Place, a permanent supportive housing facility with 142 single room occupancy (SRO) apartments for very low-income adults.

EUCLID VILLA

154 S. Euclid Ave.,
Pasadena, CA 91101

To help families transition out of homelessness, we provide 14 apartments with case management and supportive services at Euclid Villa, which is operated in partnership with Pacific Housing Alliance. Families pay 30% of their income towards rent and may stay for up to two years.

This year, Euclid Villa was home to 40 children and 22 parents.

> "My case manager just knows what I need... My sons are doing so well. They feel safe again." - Katie

Katie had a good life. She worked as a hairstylist and had a happy home life, with two energetic boys, Brian and Marcus.

But Katie's world crumbled when her mother died. Overcome with grief, she disconnected from life and distanced herself from her friends, her family, and the job she loved.

When she could no longer pay her rent, Katie and her children were evicted from the apartment they had lived in for 15 years.

Homeless and still grieving, Katie turned to Union Station, where she found everything she needed to regain control of her life: a roof over her children's heads at Euclid Villa, counseling, support – and compassion.

With new-found hope, and a safe place to live, Katie and her kids are thriving.

"My case manager just knows what I need. She sent me to therapy for anxiety and depression. My sons are also doing so well. They feel safe again."

Katie has been able to save money to get back on her feet. She is eager to start working again and is looking for a job.

HOUSING

Brian and
Marcus

CAREER DEVELOPMENT

Jamel

SOURCES

825 E. Orange Grove Blvd.,
Pasadena, CA 91104

Employment is an essential step on the road to independence. Sources, our career development program, is designed to meet the needs of homeless and very low income job seekers. The program offers career development workshops, one-on-one career counseling, job search assistance and ongoing job retention services.

We help people find great jobs, and we also help local businesses find excellent employees.

This year, Sources provided career development support for **138** people.

Jamel says the low point for him was when he woke up in jail one day. "I was drinking and crashed into a wall. I could have gone off the freeway," he says.

He spent 30 days in jail. Up until that point, Jamel's life had been spiraling out of control. With no job after high school, he had turned to drugs and became addicted. "My life was a dead-end street," he says.

That experience led him to a rehabilitation center, but it was at Sources that Jamel found his way. "Because of Sources, my life has changed," he says.

The Sources career counselor helped him with his resume, his confidence, an interview outfit, transportation and, most importantly, job leads. "You can look all you want, but if you don't know what you're doing, you don't get anywhere."

Today he has his first full-time job at a motion picture studio as a security guard. "They gave me the keys and the trust," he says. "I'll be here as long as they'll have me."

VOLUNTEER AND COMMUNITY PROGRAMS

On an annual basis, more than 2,500 dedicated volunteers share their time and expertise to help our clients break free from the cycle of homelessness. We applaud their compassion and generosity of spirit for our clients, and we are very grateful for the significant relief which volunteerism provides to our bottom line.

GIFTS OF TIME

This year, volunteers contributed a total of 40,266 hours of service, valued at $996,589.

More than 140 community groups and hundreds of volunteers prepared and served more than 160,000 meals through our Meals Programs at two sites.

Volunteers prepared and served more than 6,000 holiday meals at our Dinners-in-the-Park on Thanksgiving and Christmas.

GIFTS OF GOODS

This year, our volunteers and community members donated more than $340,000 worth of goods (clothing, personal care items, school supplies, toys, food, etc.) to help our clients rebuild their lives and move forward in a positive direction.

GIFTS OF TALENT

Talented professionals lend their expertise to Union Station and our clients in a variety of ways. They provide medical care, legal counsel, employment opportunities, benefits advocacy, enrichment classes, and life skills workshops, along with wise business guidance and administrative support.

YOUNG LEADERS SOCIETY

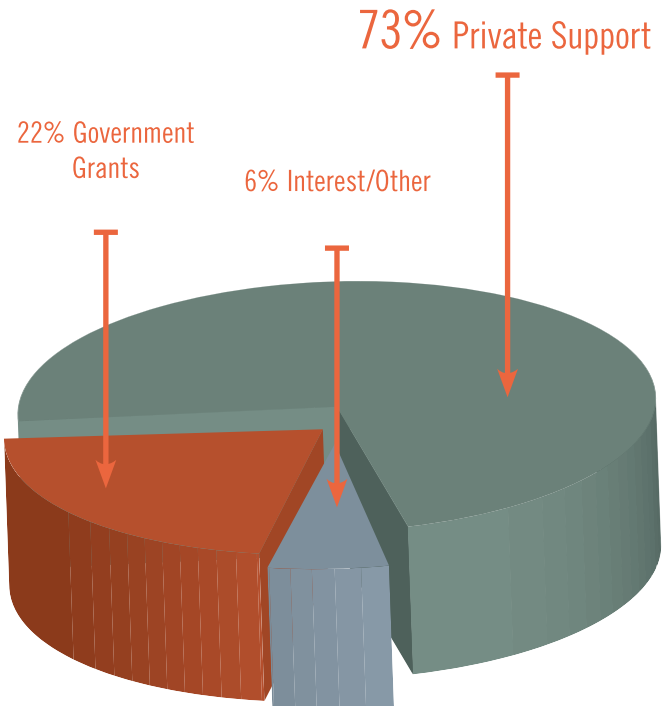
The Young Leaders Society, launched in 2013, harnesses the energy, enthusiasm and skills of professionals, ages 21-39. Through volunteerism and networking events, our Young Leaders get hands-on at our sites as well as raise unrestricted funds. YLS members represent the next generation of volunteer leadership, while connecting and learning from their peers.

Disney VoluntEARS

Volunteers play an integral role in the day to day activities of Union Station. From preparing meals and cleaning, to gardening, office work, fundraising and more, our Volunteers are essential to the effective functioning of Union Station at all levels.

Young Leaders Society

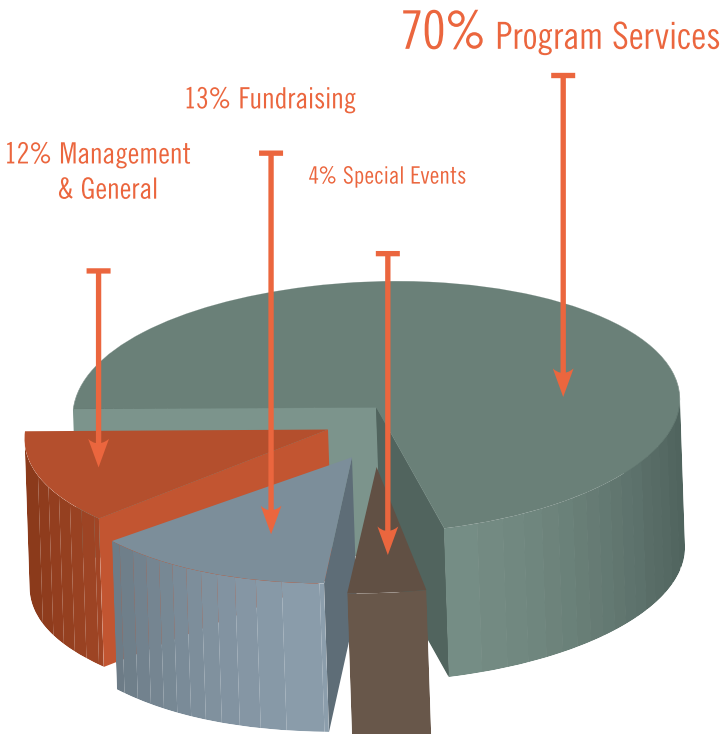
FINANCIALS



Income

73%	Private Support		$ 3,666,880
38%	Individuals	$ 1,946,530	
2%	Other Organizations	117,665	
4%	Gifts-in-Kind	178,583	
11%	Special Events	534,156	
17%	Foundations	838,004	
1%	Congregations	51,942	
22%	Government Grants		1,107,357
6%	Interest, Other Income		282,888
	Total Income		$ 5,057,125

* Excludes unrealized gains/losses on investment portfolio. Percentages rounded to the nearest whole number. To read our complete audit, visit www.unionstationhs.org/news/publications.



Expenses

70%	Program Services	$ 3,307,036
	Includes meals, shelter, recovery assistance, health screening, case management, aid to the mentally ill, employment assistance, transitional and permanent housing.	
12%	Management and General	562,776
13%	Fundraising	625,665
4%	Special Events	209,195
	Total Expenses	$ 4,704,672
	Net	**$ 352,453**

* Excludes depreciation expense.

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Alan and Gail Maltun

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Our Committee Members volunteer their professional expertise and time to help Union Station rebuild lives. We are grateful for their incredible dedication and leadership.

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Interested in joining a committee? Email volunteer@unionstationhs.org

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EVENTS: WE BELIEVE IN THE POWER OF PARTNERSHIP

At Union Station Homeless Services, ***we believe in the power of partnership.*** For 40 years, Union Station has collaborated with local organizations, community members and corporations to provide housing, employment and life skills programs to men, women and children in the San Gabriel Valley.

These partnerships have helped Union Station grow from its small storefront in Pasadena to the San Gabriel Valley's largest, most comprehensive social service organization assisting homeless and low-income, individuals and families. We simply could not operate without the volunteers, donors and supporters who make our work possible.

To learn more visit unionstationhs.org/about/leadership/partners/.

A Place to Call Home

Our annual gala benefit dinner has been held every May since 2009. This premier event, which honors individuals for their outstanding support of Union Station, was held at The California Club since its inception, and moved to the Langham Huntington Spa and Hotel in 2013 for Union Station's **40th Anniversary** Celebration. This year, more than 350 guests commended honorees **Robert Floe** and **Pasadena Mayor Bill and Claire Bogaard** and celebrated the organization's anniversary milestone. Emceed by **Charles Chiara**, the evening included a silent auction, wine donated by **Pyrennes Vineyard and Cellars** and a heartfelt testimony from a Union Station alumnus. This alumnus was once living on skid row, but he is now working as a paralegal, and recently took the Bar Exam.

The event raised more than $425,000 in support of the important services provided by Union Station. Special thanks to **Margo Kidushim** and **Rene Chiara** for dedicating their time and energy to Union Station as the event co-chairs. With their leadership, the 24 gala committee members worked tirelessly to make this event the most successful gala to date!

An Evening for the Station

Held every fall since 1998, this annual benefit concert allows Union Station supporters to enjoy an evening of high-quality musical entertainment, hors d'oeuvres, and hear from an inspiring client speaker. Past events have been held at LAMA, Pasadena Playhouse and Noor, and top talent has included **Sergio Mendez**, **Sheila E.**, and **the Yellowjackets**.

On October 27, 2012, more than 200 guests enjoyed the 13th annual concert at the Sofia Ballroom at **Noor** in Pasadena's Paseo. Guests enjoyed food generously provided by **Porta Via** and sipped on wine hosted by Noor. **Wayne Linsey** (Jay Leno Show) headlined the evening, accompanied by **Howard Hewett (Shalamar**).

Dinner-in-the-Park

This annual community meal is held every Thanksgiving and Christmas at Pasadena's Central Park.

In 2012, more than 2,000 dedicated volunteers generously donated their time, energy and food to make Dinners-In-the Park a success. With their help, Union Station served 5,620 meals on-site and provided 600 take-away meal packages to homeless and low-income adults and families, senior citizens, and those who are alone or unable to afford a Thanksgiving or Christmas meal.

ADOPT-A-MEAL GROUPS

Adopt-a-Meal is made up of groups of different religious faiths, corporations, families and friends who donate all supplies and get together to cook and serve dinners at our Adult Center and Family Center on a monthly basis.

Alan Maltun Family
Alhambra Rotary Club
Alice Hill and Friends
All Saints Women's Council
Altadena Community Church
Baha'i of Arcadia
Bank Of America/Merrill Lynch Wealth Management
Big Hearts Small Hands
BJ's Restaurants
CalTech Y
CDR Data Corporation
Chapman & Associates, Inc.
Church of Christ Scientist La Cañada
Church of the Good Shepherd
Conrad and Jacques families
Cool Kids Care
Duran Family
El Monte Vietnamese SDA Church
Fine Group
First Church of Christ, Scientist, Arcadia
First Congregational Church of Pasadena United Church of Christ
First Presbyterian Church, Altadena
First United Methodist Church, Pasadena
Flintridge Preparatory School
Foothill Community Church
Friendship Baptist Church Mission Board
Girl Scout Troop #7941
Girl Scout Troop 5051
Gonzalez/Goodale Architects
Granada Court Sack Lunch Crew
Help the Homeless Club
Holt Group
Iglesia Ni Cristo
Jack and Jill of America
Jaren and Friends
Kiwanis Club of Pasadena
KP Foodies
Kyle Bell Team
La Cañada Presbyterian Church
La Salle High School
Ladies on a Mission
Laicc
Lake Avenue Church 8th Graders
LoopNet, Inc.
Lyons and Associates, Inc.
Meet Up
Metropolitan Baptist Church
Mohan/Lentz Family
Momsen Group
Mosaic Church
Mosque of San Gabriel
Nandalala Mission
National Charity League, San Marino
National Charity League, Pasadena
Neighborhood Unitarian Universalist Church, Pasadena
New Life Fellowship
Oasis Church
Old Pasadena Guides
Orange Grove Monthly Meeting Society of Friends (Quaker)
Our Savior Lutheran Church
Pasadena After Hours Rotary
Pasadena Christian Church
Pasadena Federal Credit Union
Pasadena Host Lions Club
Pasadena Jewish Temple
Pasadena Mennonite
Pasadena Presbyterian Church
Pasadena Waldorf School
Phillip Chu Crew

Polytechnic High Schoolers
Polytechnic School
Price Waterhouse Coopers
Queen Family
Randy Shulman and Friends
Raymond Avenue Veterinary Hospital
Relief Society LDS Church Burbank
Rose City Church
Sabnani Group
Saint Elizabeth of Hungary Catholic Church
San Marino Community Church
Sathya Sai Baba Center of Arcadia
Sean for Mosaic
South Pasadena Christian Church
SPCC (South Pasadena Chinese-American Club)
Spokio.com
St. Anthony Greek Orthodox Church
St. Barnabas Episcopal
St. Philip the Apostle Church Life Teen
St. Philip's Youth Group
St. Rita's Church Men's Club
St. Steven's Cathedral Young Adult Group
St. Vincent de Paul
Suarez Family
Temple Beth David
The Rest Center
Thompson Family
Tracy Joseph Crew
Trussell and Friends
Union Bank
Unity Fellowship of Mbcla
Vahe Shirikjan
Vallejo Drive SDA Church
VCP Committee
Victory Bible Church
Wells Fargo
Westridge School for Girls
Young Leaders Society

Our Community Meals program served more than **160,000** meals.

LEADERSHIP CIRCLE

Leading the way with effective solutions to end homelessness. The Union Station **Leadership Circle** is a select group of community-minded individuals, families, and companies dedicated to ending homelessness. Leadership Circle membership places you at the forefront of those who are transforming lives and ending the cycle of homelessness in our community.

$500 Supporter

Impact: Provides comprehensive intake and assessment services for one homeless family.

Benefit: Name recognition in our Annual Report.

$1,000 Friend

Impact: Provides one month of food, shelter, and supportive services for a client.

Benefit: All of the above, plus name listed on our website for current fiscal year.

$2,500 Benefactor

Impact: Provides three months of daily workshops including parenting, life skills and,money management for 10 to 20 adult clients.

Benefit: All of the above, plus an invitation to luncheon with CEO and an alumnus of Union Station.

$10,000 Executive Circle

Impact: Provides services to help one individual transition from homelessness to self-sufficiency.

Benefit: All of the above, plus a private tour of a program site.

$5,000 Partnership Circle

Impact: Provides career training and job placement for homeless job-seeking clients.

Benefit: All of the above, plus name recognition signage at the event of your choice.

$25,000 President's Circle

Impact: Provides temporary housing, employment, and life skills necessary to move one family from homelessness to housing.

Benefit: All of the above, plus your logo or name featured on our website for current fiscal year.

For more information about the Union Station Leadership Circle, call 626-240-4558 or **visit www.unionstationhs.org/help/donate/leadership/**

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"I was lying in my grave. It really is possible to change your life." – Raquel

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City of Pasadena
County of Los Angeles Department
of Mental Health
EFSP Emergency Food &
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HUD U.S. Department of Housing and
Urban Development
Los Angeles Homeless Services
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"I lost everything. But sometimes a small room is needed for spiritual growth. I accept that."

– Yasuko

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