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ENDING HOMELESSNESS. REBUILDING LIVES.

COVER IMAGE I Photo Credit: Gina Long Jennifer and her family received services through our outreach and housing programs. (Pg. 13)



CHANGING THE NARRATIVE



WHY DO I KEEP SEEING THIS ICON THROUGHOUT THE ANNUAL REPORT?

Union Station Homeless Services is committed to changing the narrative when discussing issues of homelessness. We need to stop confusing the issue of homelessness with the people experiencing the issue. Experiencing homelessness is a temporary condition, not a defining characteristic of a person.

We must understand the systemic failures and policies that have led to our current crisis while valuing the uniqueness of each person experiencing homelessness. Only then, can we can raise awareness, dispel myths, and truly educate our community about the realities of homelessness.



A LETTER FROM OUR BOARD CHAIR

Every day, I am amazed at the great work that is being done at Union Station Homeless Services. We are so fortunate to have a dedicated team of nearly 200 staff and more than 3,300 volunteers who are making the difference. In Pasadena, homelessness is down 20% this year and significantly down by 56% from 10 years ago. In the San Gabriel Valley, we found housing for more than 1,100 people in 2019 with 97% still housed a year later. Together we are addressing homelessness and it is working. We are working to ensure that none are left to sleep on the streets.

I am also amazed at the myths that I still hear about homelessness. One very important way we can make a bigger impact in our communities is to change the negative conversations and replace them with facts.

Myth: So many of the people experiencing homelessness are on the streets because they are "Service Resistant" and choose to live on the streets.

Facts: The majority of people experiencing homelessness in the San Gabriel Valley have been assessed by case managers and are qualified for housing. They are waiting to be matched to a voucher or housing. This means that while they want housing, there is no housing available. They are not service resistant, rather they are "Housing Waiting."



Did you know that the majority of housing vouchers in the San Gabriel Valley expire before people can find a landlord to accept them?

Myth: Most of the people experiencing homelessness came from outside of our community to take advantage of the great weather and services.

Facts: A recent survey showed that 95% of people experiencing homelessness in Pasadena were either residents or had ties to Los Angeles County.



Only 5% of people experiencing homelessness in Pasadena reported being from outside of LA County or the state.

We need to speak up and help change the narrative when these myths are expressed. Only by educating our friends, family and neighbors can we help people understand the actions we can all take to end homelessness.

It is only with your generous support of time, talent and donations that we can do the vital work that we do. Together, we are making a difference in the lives of those experiencing homelessness by providing supportive services, housing, and a path to ending homelessness.

I am confident that working together we can accomplish our mission to end homelessness in the San Gabriel Valley! Thank you for your continued support!

Gratefully,

Jim Moore Board Chair, 2019



A LETTER FROM OUR

CEO

During 2019, Union Station Homeless Services continued its work ending homelessness for individuals and families throughout San Gabriel Valley. In fact, it was a record year in terms of the total number of people we served and, most importantly, those we permanently housed. Thanks to our hard working, dedicated staff, volunteers and donors we have been able to help thousands of people rebuild their lives and return to stability and hope.

Sadly, as hard as we work and as much as we do, the problem of homelessness continues to grow, driven by stagnant wages and lack of affordable housing. For every 133 persons we house in LA County, 150 more are falling into homelessness. What is also disturbing is the backlash we are beginning to see in the media and in communities. With increased calls to move people off the street or to arrest them, we are seeing a return to past years when it was a crime to be homeless.

But making the problem invisible does not end it. We cannot simply move people out of our neighborhoods and close our eyes to the increasing numbers of people every day who are becoming homeless. We must face, head on, the issue while continuing to do all we can to help those trapped in the despair of homelessness.



We must reframe the conversation on the systemic and structural barriers that are the true causes of homelessness.

We must focus on housing affordability and accessibility. We must focus on livable-wage jobs. We must focus on changing those systems which consistently fail people and act as barriers to stability and success. In order to address these larger issues, Union Station has begun a **strategic focus on advocacy** to help us further our mission, vision and values in the public arena and advocate for best practices and policies around homelessness and housing.

In this pursuit, we strongly believe that people with lived expertise should be centered in this work. We are dedicated to listening to and amplifying their voices in calling for improved systems. Specifically, we have launched our client advisory council, or **Lived Expertise Advisory Panel (LEAP)**. At Union Station we are committed to the continual learning and leadership from those with lived expertise in order to better inform our services and programming.

There is still much to do if we are to get our arms around this growing crisis. But we can do it, we can end homelessness — not just for the people we meet, but for all our community members. It will take strong voices calling for change. It will take understanding of the issues and the will to make change happen. It will mean making homelessness invisible — not by sweeping it out of our vision, but by ensuring every man, woman and child has a safe place to call home.

Thank you for all you do to support Union Station and our work - and please continue to join us as we work to make having a home a reality for everyone in our community.

Warm Regards,

Anne Miskey Chief Executive Officer

anne Miskey



UNION STATION HOMELESS SERVICES: OUR STORY

For almost 50 years, Union Station Homeless Service has been transforming the lives of families and individuals facing homelessness and poverty in Pasadena and the San Gabriel Valley. By driving lasting and positive change for our community, we have become the largest provider of social services for homeless and low-income individuals and families in the San Gabriel Valley.

We believe that everyone deserves a life of dignity and a place to call home.

Founded in 1973 as a volunteer-run storefront serving homeless individuals, Union Station started offering overnight shelter in 1987 and built its first permanent shelter in 1989. Since then, we've consistently been at the forefront of the homelessness sector.

Since 2014, we have stepped up and taken on the role as the Lead Agency for the Coordinated Entry System (CES). Our geographic reach now spans from Pasadena to 31 cities and 11 unincorporated areas in the San Gabriel Valley.

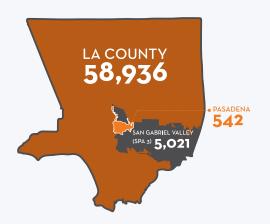
We have doubled the number of people we have helped move from homelessness into housing and we have tripled our prevention, outreach, and engagement services. Along with our partners, we are now serving nearly **4,700 individuals annually**. Our programming and services have grown and adapted to serve homeless individuals and families with increasingly complex needs including chronic homelessness, physical and mental health concerns, and substance use disorders.

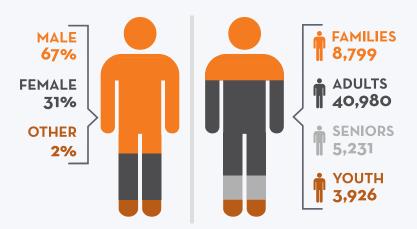
Even though we are helping more people than ever before, we still must address the increasing number of people and families falling into homelessness.



We need you!
We cannot do it alone.
We are all **#partofthesolution.**

EXPERIENCING HOMELESSNESS





SYSTEMIC CAUSES OF HOMELESSNESS







Poverty/Income Lack of Affordable Instability Housing

Racial Disparity

THREATS TO HOUSING STABILITY







Physical & Mental health

Domestic Violence

Trauma

OUR MISSION

TO END HOMELESSNESS AND HELP INDIVIDUALS AND FAMILIES REBUILD THEIR LIVES

OUR PHILOSOPHY

HOUSING FIRST

We provide the most vulnerable members of our society with housing first, so they may stabilize and receive the support they need to stay housed for good and reintegrate into their community. We connect people to community-based services, medical and mental healthcare services, education and employment opportunities, and benefits enrollment.

TRAUMA INFORMED CARE

Poverty, hunger, domestic violence and homelessness — these are traumatic experiences. Our approach recognizes the role trauma plays in the lives of our clients and seeks to shift the perspective from "what's wrong with you" to "what happened to you." Our programs and facilities are designed to foster physical, psychological and emotional safety for those we serve.

HARM REDUCTION

Our low-barrier programs meet people "where they're at" through Harm Reduction, a set of practical strategies that reduce negative consequences associated with potentially harmful behaviors. Strategies range from safe, managed use to abstinence.

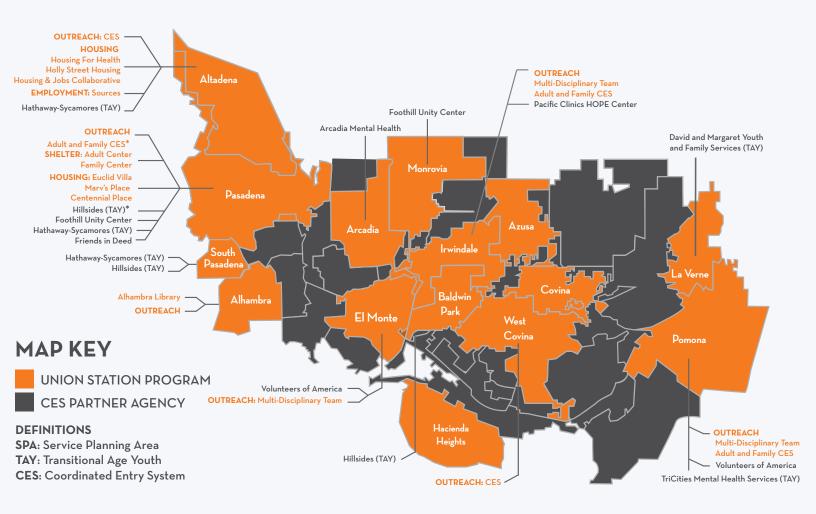


We're shifting the perspective from "What's wrong with you" to "What happened to you?"

OUR REACH



We partner with over 130 cities, corporations, and organizations in the San Gabriel Valley to provide services to those in need.



OUR IMPACT

4,699 INDIVIDUALS SERVED

IMPACT: Helped more than 4,600 people find shelter, housing, and services.

950 PEOPLE SHELTERED

IMPACT: Provided more than 900 people with safe emergency and bridge housing, and motel vouchers.

120,744 MEALS SERVED

IMPACT: Served more than 120,000 meals to individuals and families that were hungry and in need.

1,126 PERMANENTLY HOUSED

IMPACT: Successfully helped more than 1,100 people move from homelessness to safe housing.

135 EMPLOYMENT SECURED

IMPACT: Helped more than 135 job seekers secure and retain employment through our programs.

3,320 TOTAL VOLUNTEERS

IMPACT: More than 3,300 volunteers, including individuals, businesses and foundations, supported our cause.



OUR BOARD OF DIRECTORS

OFFICERS

Jim Moore, *Chair*Wells Fargo The Private Bank,
Regional Private Banking
Manager

Maxine Harris, *Vice Chair*Bank of the West,
Vice President & Senior Trust
Officer

Marie Queen, *Secretary*James J. and Sue Femino
Foundation, Director

Jay Goldstone*, *Treasurer* MUFG Finance, Managing Director

MEMBERS

Holger G. Besch Seyfarth Shaw LLP; Partner, Labor & Employment Department

Vinayak Bharne USC School of Architecture, Adjunct Associate Professor Lori Bondar Avery Dennison Corporation, CAO, VP & Global Controller

Dianne H. Bukata Hahn & Hahn LLP, Estate & Trust Planner

Dominick Correy
CA State Senator Anthony J.
Portantino, District Representative

Brittany Duke-Noblin Palermo, Barbaro, Chinen & Pitzer, Partner

Eric (Tony) Gronroos Hinton, Kreditor & Gronroos, LLP, CPA

Desarae Jones LA Metro, State Legislative Policy Analysis

Mitchell Kauffman *
Kauffman Wealth Services,
Owner / Managing Director

Grace Kim *
RSAM, LLC,
Managing Member

Rob Levy Homebridge Financial Services, Mortgage Loan Officer; The Raymond 1886, Proprietor

Alan Maltun *
The Albernathy MacGregor Group,
Inc.
Principal & Consultant, (Retd.)

Jim McCarthy Goldstar Events Inc., CEO and Co-Founder

Nancy Naecker All Saints Church , Director of Congregational Development

Greg Prout *
Global Realty,
Real Estate Broker

Jan Sanders
City of Pasadena,
Director of Libraries &
Information Services (Retd.)

Lonnie Schield Building Industry Partners, Managing Principal

Arnold Siegel Loyola Law School, Professor, (Retd.)

Cathy Simms Wells Fargo The Private Bank, VP, Senior Private Banker, (Retd.)

Janie S. Steckenrider *
Loyola Marymount, Professor
Coldwell Banker Residential
Brokerage, Realtor

Jesse Torres Governor's Office of Business Development, Deputy Director

Kevin Trieber Bank of America, Senior Vice President

Pam Wald Kaiser Permanente, Physician (Retd.)

* Rotated off the board in 2018

OUR COMMITTEES

ADVOCACY COMMITTEE

Jesse Torres, Co-Chair | Dominick Correy, Co-Chair

The Advocacy Committee is responsible for collaborating with community groups, local leadership, Board and staff on key strategies, challenges, and needs of the organization. The committee monitors and discusses key public issues at the local, state, and federal level that impact the organization and its mission.

AUDIT COMMITTEE

Tony "Eric" Gronroos, Chair I Maxine Harris, Vice Chair

The Audit Committee serves as a liaison between the organization's CPA firm and the Board of Directors to monitor actions and ensure compliance with state and federal laws. They meet a minimum of two times per year to prepare for, review and approve the annual audit.

DEVELOPMENT COMMITTEE

Rob Levy, Co-Chair | Kevin Trieber, Co-Chair

The purpose of the Development Committee is to facilitate the overall funding strategy and efforts of Union Station Homeless Services in support of its mission. Committee members support the agencies various fundraising efforts, including special events, grants, corporate partnerships, and cultivation of community and major donors.

EXECUTIVE COMMITTEE

Jim Moore, Chair I Maxine Harris, Vice Chair

The Executive Committee reviews current issues, organizational finances and upcoming items for Board action. This group coordinates with other committees, particularly the Governance Committee, to maintain strong, positive working relationships with staff, Board and other committees.

FINANCE & INVESTMENT COMMITTEE

Jay Goldstone, Chair I Kevin Trieber, Vice Chair

The Finance & Investment Committee reviews internal financial statements, monitors the organization's overall financial status and reviews the annual organization budget. This committee serves as liaison between the organization's Investment Portfolio Manager and the Board of Directors to monitor and ensure compliance with our Investment Policy.

GOVERNANCE COMMITTEE

Lonnie Schield, Chair I Marie Queen, Vice Chair

The Governance Committee ensures that the Board fulfills its legal, ethical, strategic, and functional responsibilities through adequate governance policy development, recruitment strategies, training programs, monitoring of Board activities, and evaluation of Board Member's performance. The role also includes coordination with other Board committees, in particular the Executive Committee and maintenance of strong, positive working relationships with staff, counsel, and other committee advisors.

HOUSING INNOVATION COMMITTEE

Jim McCarthy, Chair

The purpose of the Housing Innovation Committee is to support the mission of the organization to end homelessness throughout the San

Gabriel Valley. We know that the lack of affordable housing is a major cause of homelessness and that housing, with supportive services, permanently ends homelessness for people. The committee, under the direction of USHS Board of Directors, actively works to investigate and create opportunities to increase the affordable and supportive housing supply. This includes, but is not limited to, opportunities for development and/or the purchase of properties.

LEAP COMMITTEE

The purpose of the Lived Expertise Advisory Panel (LEAP) is to further the mission, vision, and strategic plan of the organization in the engagement and inclusion of Lived Expertise voice and experience. Its main areas of concern and focus are to review, guide and make recommendations to the USHS Executive, Administration and Board, as it relates to Oversight of Service Provision, Homeless Community Advocacy, and Influence Decision Making.

MASTERS OF TASTE

Rob Levy, Chair | Maxine Harris, Co-Chair

The purpose of the Masters of Taste Committee is to facilitate and assist in successfully planning, promoting and developing the organization's largest annual fundraising event. The committee consists of a Board member chair, members of the development staff and interested volunteers from the organization who have backgrounds in event planning and production, food and beverages or other pertinent areas.

PERSONNEL COMMITTEE

Holger Besch, Chair I Jan Sanders, Vice Chair

The Personnel Committee reviews all matters related to Human Resources and Personnel for the organization.

PLANNED GIVING COMMITTEE

Brittany Duke-Noblin, Chair I Dianne Bukata, Vice Chair

The Planned Giving Committee is responsible for cultivating and soliciting current and future gifts to your organization that require the use of estate planning techniques or that have significant financial and tax consequences.

STRATEGIC DIRECTION

Jim McCarthy, Chair I Kevin Trieber, Vice-Chair

The Strategic Direction Committee meets as needed to determine and set strategic priorities and goals in order to help the organization achieve its mission.

VOLUNTEER & COMMUNITY PROGRAMS COMMITTEE

This Committee will assist the Volunteer department in developing and delivering innovative and engaging volunteer opportunities to better support the needs and interests of Union Station Homeless Services' program participants and growing administrative needs.

YOUNG LEADERS SOCIETY

Desarae Jones, Chair I Brittany Duke-Noblin, Co-Chair

The Young Leaders Society is a volunteer and social group of young professionals who are dedicated to promoting and raising funds for USHS.

ADVISORY COUNCIL

Our Advisory Council is composed of former board members, community leaders, and long-time supporters. The council is a key component in guiding the mission and growth of our organization from an external, impartial, and objective group giving input into the operations of Union Station Homeless Services.

Kathryn A. Barger Andrew F. Barth Michael J. Beck William J. Bogaard Charles Carroll Charles A. Chiara Judy Chu Don R. Conlan Michael A. Cornwell Gordon Crawford Bill Davis Gregory P. Dubois-Felsmann

Joel S. Edstrom

Hector Elizondo

Nancy L. Fairchild Robert J. Floe Jill A. Fosselman Cecilia R. Fox Diana J. Gamble Garth G. Gilpin, M.D. William E. Goldmann, Ph.D. Marcia Goodstein Karen Gross Paul G. Haaga, III Heather S. Haaga Ann Hamilton Maxine E. Harris James C. Hart Dick S. Heiser
Dolores Hickambottom
Chris Holden
John G. Horn
William H. Hurt
Linda C. Jahnke
David L. Kamansky
Mitchell E. Kauffman
Margo Kidushim
Grace Kim
Sharon Kirchheimer
Terrence P. Krupczak
Hannah Kully
Carol Liu
Alan Maltun

David A. Mans
Robert McCrary, Jr
Joanne Moran, Ph.D.
Wendy Munger
Dana P. Newman
Diana L. Peterson-More
Gloria S. Pitzer
Thomas A. Polenzani
Greg Prout
Gerry Puhara
George F. Regas
Karen Reynolds
Elliot A. Sainer
Shirley O. Schumacher
Bradley D. Schwartz

Karen I. Shanbrom Randy A. Shulman Janie S. Steckenrider Marilyn Stein Vickie Taylor Charles Thuss Elizabeth S. Trussell Betsey Tyler Gregory R. Vanni Martin M. Veselich Shaw Wagener Lyla L. White Matthew Wright

UNION ADVISORY STATION COUNCIL

OUR EXECUTIVE TEAM



ANNE MISKEY

Chief Executive Officer



DAVID CUSACK

Chief Finance Officer



SARAH TOWER

Chief Program Officer



DANA BEAN

Sr. Director of Development & Communications



AMANDA GREEN

Sr. Director of Operations



ADAM KAPLAN

Sr. Director of Human Resources



HOPE STREMSKI

Sr. Director of Contracts & Compliance



OUR TEAM

Whether it's for a quick check-in with a client, or a long term committment to their success, our team is here to inspire change, to see our clients through challenges they face, and to get real results for the communities we serve across the San Gabriel Valley.

Our staff of 188 employees includes 166 full-time staffers along with part-time staff serving in seven departments essential to our life-saving work. The departments are:

- Administration
- Compliance
- Development and
- Communications |
- Finance Operations
 - Human Resources Programs

EMPLOYEES

188

DEPARTMENTS

7



INNOVATIONS & EXCELLENCE STEERING COMMITTEE



We are proud to announce the successful implementation of our Innovations and Excellence Steering Committee whose mission is to foster a work culture center around innovation and excellence by implementing staff inspired ideas supported by Executive Leadership. Committee members uphold the Union Station Homeless Services' Values as the foundation of how we serve our clients and how we work with our community: Courage, Community, Excellence, Justice, Accountability, Resilience, and Respect.

TEAM MEMBERS LEADING BY EXAMPLE...



OUR PROGRAMS

Our Programs Are Saving Lives

Working with dozens of service providers throughout the San Gabriel Valley, we provide a full continuum of care to help people experiencing homelessness find safe, affordable housing. We craft our programs to give homeless families and individuals everything they need from the time they walk through our doors, until well after the time they are living in their own home.

Along with our partners, we are now serving more than **4,700** individuals annually. Our programming and services have grown and adapted to serve homeless individuals and families with increasingly complex needs including chronic homelessness, physical and mental health concerns, and substance use disorders.



We believe that everyone deserves a life of dignity and a place to call home. Check out how our programs are achieving that!

OUTREACH

Our Outreach teams engage with individuals experiencing homelessness in various settings including encampments, under bridges, in alleys, in cars — wherever they are — throughout the San Gabriel Valley. With compassion and patience, we build relationships with those we meet. Then, our teams work match people to safe and affordable housing, giving chronically homeless adults and families top priority.

Coordinated Entry System (CES)

For those individuals who are homeless, this system streamlines the process of finding housing— with the goal of triaging supportive housing to the most vulnerable people first.

Family Coordinated Entry System (CES-F)

This is the primary point of entry for families seeking services who are experiencing or at-risk of becoming homeless.

Multidisciplinary Team (MDT)

Outreach teams consist of care coordinators, medical providers, substance use counselors, mental health clinicians, and formerly homeless peer advocates.



We treat each person as an individual with unique needs, to meet them where they are at.



WE MEET YOU WHERE YOU ARE

Our clientele is extremely diverse.
They can be parents, children or youths. They can be veterans, seniors, immigrants or survivors of domestic violence. Or they can be any combination of these. Then add to this, many have histories, incarceration, evictions, poverty, and trauma.



JENNIFER'S STORY

Jennifer And The Outreach Team Met In The Riverbed

After a long, traumatic journey of foster homes, temporary jobs and single-motherhood, Jennifer was living in the Arroyo Seco Riverbed. Five months pregnant and in need of a safe place to live, Jennifer connected with a Union Station Outreach team.

With the help of our staff, she was able to access the services she needed for herself as well as receive prenatal care for her unborn baby. Today, Jennifer, her fiancé and healthy new baby are together at our Family Center and planning to move into their own apartment soon.

To read Jennifer's full story, visit: unionstationhs.org/stories.

"I have learned so much, especially how to make goals and keep my family together. Union Station gave us hope and we won't give up." — Jennifer



HOUSING NAVIGATORS

Our Housing Navigators continue building vital relationships as they look to match individuals and families with housing. Navigators accompany clients to housing appointments, as well as assist clients in navigating the entire housing search and placement process, including assisting each client with collecting the documents necessary for applying to housing. In addition, Navigators actively supporting clients in staying connected to their various health providers, benefits, and other community supports.

BRIDGE HOUSING

Residents at our bridge housing facilities have safe, temporary housing for themselves and their families. Within these safe living quarters, they find meals, showers, outdoor spaces, and social activities. Residents also benefit from onsite supportive services which include Care Coordinators who help them to link to vital community resources and long-term housing.

We provide nearly 400 individuals and families each year with bridge housing at our two locations and with motel vouchers.

- The Adult Center 56 beds for adult men and women as well as showers, meals, and health services for residents and day patrons
- The Family Center 50 beds for families in a nurturing home-like environment
- Motel Vouchers provide additional crisis and bridge housing opportunities

CHILOMBO'S STORY

Realization Of A Dream For Chilombo

All of her life Chilombo has been a go getter. She worked hard in school and in everything she does. However, when she applied to college she learned she didn't have a Social Security number. Still she pushed forward to build her life. However, she encountered challenge after challenge. Ultimately, she experienced the unbelievable — she along with her young son and partner had no place to live. She reached out to Union Station and applied for bridge housing at our Family Center.

With a safe place to live and the support of Union Station, she could focus on getting a job and taking care of her family. Chilombo has made the most of her opportunities and is back on her feet. She recently started her own hospitality business and is looking forward to being a successful CEO and businesswoman. But Chilombo isn't satisfied to with just taking care of her own family. She also wants to give back by training and helping other people who are experiencing homelessness so that they too can have new beginnings.

EMM

Read Chilombo's entire story at unionstationhs.org/stories.

"My wish is that volunteers and supporters of Union Station know that because of their support I became the person I always dreamt of becoming!" — Chilombo

PERMANENT SUPPORTIVE HOUSING

Supportive housing offers adults and families the opportunity to rebuild their lives in safe, affordable, and private apartments with onsite support services.

Supportive Housing in Pasadena

Centennial Place - 142 SRO apartments for adults including on-site support services Mary's Place - 19 apartment units for families with on-site support services **Euclid Villa** - 14 apartment units for families with on-site support services

Community-Based Housing

We offer scattered-site housing programs and support 1,500 individuals through rapid rehousing programs.

Housing for Health

Permanent subsidized housing combined with intensive case management services for people who have a history of homelessness with complex physical and behavioral health conditions

Holly Street Housing

Rapid Rehousing

Permanent supportive housing along with comprehensive support services at scattered site locations in the Pasadena area

Los Angeles County Development Authority (LACDA) Program

Permanent supportive housing along with comprehensive support services at scattered site locations for the San Gabriel Valley

Rapid Re-housing provides short-term, tapered rental assistance and services to help people obtain housing quickly, increase self-sufficiency, and stay housed



APRIL'S STORY

April Is Building A New Life For Herself

Even though her life was been filled with trauma and abuse, April always knew she was special. However, when she decided to begin the process to become a transgender woman, others didn't accept her decision. She lost her housing and began to doubt herself. Because of her needs and past traumatic events, April decided to seek out help at our Housing for Health program.

Her Care Coordinator understood April and helped her find an apartment. With a place to call home, she could connect and focus on her mental health services. Now, April has the support and housing she needs to continue to be the special person she is.

To read April's full story, visit: unionstationhs.org/stories.

"Now, I have a safe place for myself. Having my own bed and a bathroom means that I can go about my daily life and go back to school to train for a job where I can help others." - April



EMPLOYMENT &

COMMUNITY REINTEGRATION

Sources Career Development

For more than 20 years, **Sources Career Development** has been helping people overcome poverty and homelessness by connecting them to meaningful employment. This signature program addresses the short-term goal of earned income and the long-term goal of career advancement.

We tailor services to meet the needs of our diverse job seekers, including those with chronic physical and mental health obstacles. Services are ongoing and our participants know they can return for services as needed throughout their careers.

We provide the following services for individuals living at Union Station, as well as for low-income and homeless job-seekers referred by our partner agencies: individualized job-search, career counseling, job-search resources, mock interviews, resume assistance, transportation assistance, work-clothes assistance, job retention support. In addition, we manage subsidized employment opportunities for **CalWORKs** participants through the **Enhanced Transitional Subsidized Employment (TSE) program**.





Community Allies

The **Community Allies Program** has transformed the traditional one-on-one mentor relationship by incorporating companionship, guidance, and community.

The mission of the program is to support and empower individuals and families to combat isolation while achieving self-sufficiency, housing stability, and overall wellness. The program fosters one-on-one relationships, develops social networks, and build community.

Quality of Life Enrichments

Thanks to volunteers and community partners, we offer our program participants enrichment programs including nutrition classes, budgeting, yoga, music lessons, and much more to foster happy and healthy communities.

JUAN'S STORY*

For Juan A New Job Means A New Life

To Juan, being a good dad to his son is the most important job in the world. However, life made this goal hard for Juan. A divorce, serious health issues, and the sudden loss of his job took its toll. Juan feared that as a single father without a stable job, he wouldn't be able to take care of his young child.

Juan turned to Sources Career Development. With counseling, resume assistance and job search support, Juan landed a stable job in the IT department at a toy company. Now, he is thriving both as an employee and a dad.

To read Juan's full story, visit: unionstationhs.org/stories.

"The two most important things in my life are my job and being actively involved in my kid's life." — Juan





LEAP

Hearing From Those Who Have Experience And Expertise

We have also begun to create a network of people with lived expertise and trusted ambassadors to help us change the conversations about homelessness. Lived Expertise Advisory Panel (LEAP) is our new community based group which consists of former and current clients who share their insights, ideas and experiences through their lens of personal experience. LEAP members partner closely with other Union Station committees to speak publicly around homeless issues and service provision, influence our decision making and policies and help guide us to best serve others experiencing homelessness.

ADVOCACY

Changing The Narrative

We are leveraging our years of experience ending homelessness for families and individuals to create a unifying and uniformed narrative around the systemic failures and policies that have led to our current crisis.

We believe the only way we can truly make progress toward our mission of ending homelessness is through a combination of best-in-class direct services and robust advocacy. With this mission in mind, Shawn Morrissey has taken on the role of Director of Advocacy and Community Engagement, the first of its kind for our organization.





VOLUNTEER &

COMMUNITY PROGRAMS

The work of our staff is augmented by over 3,300 community volunteers who generously donate more than 24,000 hours of time helping with food preparation, meal service, and administrative support, as well as mentoring, tutoring and volunteering at events. Volunteers play an incredible role in Union Station's commitment to community integration. When volunteers provide tutoring, personal and professional mentorship or companionship, administrative support, or simply serving a meal with a warm smile, they are telling our program participants "You Belong" and "We are with you." Volunteers help change the narrative for our clients by letting them know that they have the support of the community.



Volunteers help change the narrative for our clients by letting them know that they have the support of the community!



Adopt-a-Meal

Adopt-a-Meal groups provide over 120,000 hot meals every year. They commit to provide a specific meal — breakfast, lunch or dinner for families or individuals staying at our Adult Center and Family Center. These groups provide meals and hope — every month — to hungry and hurting people here in Pasadena. Thank you for your time and generosity! *Check out page 31 for a list of our Adopt-A-Meal supporters!*

Sack Lunches

Sack lunches are crucial to our programs because they provide meals to our clients that would otherwise be unable to eat lunch on site. *Check out page 31 for a list of our Sack Lunch supporters!*

Volunteer Kitchen Services

Our kitchen service opportunity is a fun, interactive way for those that don't mind getting their hands a little dirty. This is great for those who may not feel confident enough in their cooking skills to prepare an entire meal.

Welcome Home Kits

Union Station Homeless Services' Welcome Home Kits Program helps us provide people moving in or out of one of our transitional or permanent housing facilities with a "Welcome Kit" of necessary items. This important program assists Union Station in meeting the basic needs of the people we serve as they rebuild their lives and escape homelessness.

Hygiene Kit Program

Packaged hygiene kits are essential because they provide those experiencing homelessness with items to meet their basic needs.

More Opportunities...

There are so many other ways to volunteer your time and make a difference, including:

Holiday Decorating — bring joy and holiday cheer in a festive and creative way to our facilities **Life Skills Workshops** — provide support and encouragement to our clients by introducing and teaching new skill sets **Enrichment Activities** — engage with our clients by leading a themed craft, playing music, etc



Visit unionstationhs.org/volunteer to get involved!

YOUNG LEADERS SOCIETY

Union Station's Young Leaders Society (YLS) was established in 2011 by a team of young professionals and volunteers who are passionate about the mission and vision of Union Station.

2020 Re-Launch

The group is relaunching in 2020 with a reenergized vision to take full advantage of the vibrant and diverse membership of these highly skilled young professionals who volunteer together, network and support the community.



2019 EVENTS

Masters of Taste

Over 2,500 LA foodies walked the field of the Rose Bowl on April 7th for Union Station's 4th annual Masters of Taste event. This was the largest event in Union Station's history!

More than 90 Culinary, Beverage and Sweet Masters provided delicious tastings for guests as they experienced the Rose Bowl field and supported Union Station Homeless Services.

This event would not be possible without the amazing support from HomeStreet Bank, Judith L. Chiara Foundation, Woodford Reserve, Western Asset, and our community. **Over \$512,000 was raised in support of our life changing services.**

Thank you!





Evening For The Station

After such great reception last year, Union Station hosted the second annual Evening for the Station, A Night of Magic! Over 350 guests gathered for a sold out performance at The Rose in Pasadena. Magic Castle Magicians Tina Lenart, Ardan James, Rob Zabrecky, Mike Caveney and David Kovac delighted the audience with a great show and close-up magic! Evening for the Station raised \$115,000 for Union Station, exceeding our goals in every category. Guests enjoyed a VIP reception with a silent auction and a new selfie-station!

We are so grateful for our generous talent, guests and sponsors and for our clients Jessica and Joel who made moving comments about their journey through our program and finding hope at Union Station!

We would like to especially thank Michael R. Whalen, President of the Georgia B. Ridder Foundation, for the Alchemist Level Support!



Dinner In The Park

On Thanksgiving day, Union Station Homeless Services celebrated the 48th annual Dinner in the Park! Hundreds of volunteers brought holiday compassion and hope to Central Park in Pasadena as community members gathered for a beautiful Thanksgiving meal!

Community members enjoyed over 1700 meals, prepared by volunteers and Union Station staff. Traditional Thanksgiving favorites including turkey, stuffing, mashed potatoes, green bean casserole, salad, rolls and pie were all served to all who were hungry! Individuals and families experiencing homelessness or poverty, senior citizens and those who were alone or unable to otherwise enjoy a holiday meal were welcomed and served beginning at noon on Thanksgiving day!

This event would not have been possible without the incredible outpouring of support from our community! Volunteers assisted in in the kitchen during the days leading up to the event and all day in the park! We are truly grateful for our strong community of friends and for all the individuals and businesses who contributed by donating items from our wish list to this tradition!



UNIONILEADERSHIP STATIONICIRCLE

Donor Appreciation Events

We host a number of dynamic events for our loyal and generous donors to help them learn more about the impact of our work. At a recent donor appreciation event, our Director of Advocacy, Shawn Morrissey, helped our guests understand the importance of their roles not just as donors but also as ambassadors for our clients and the services we provide.

Additionally, gatherings of our like-minded volunteers and donors provide the perfect opportunities to spark ideas that move our organization forward. These gatherings include appreciation receptions, informative breakfasts and more.

Union Station Homeless Services also hosts a number of Outside Fundraisers, allowing businesses and service organizations to utilize their expertise or location in events that bring back a portion of their earnings to our organization through our loyal and committed volunteers and donors who visit them. One great example of these efforts is our "A Year of Masters" program where area restaurants, bakeries and beverage companies who participate in our Masters of Taste event, can host a month long promotion that directly benefits Union Station Homeless Services.



2018 - 2019 FINANCIALS

For almost 50 years, Union Station has transformed the lives of families and individuals facing homelessness and poverty. As the largest provider of social services for homeless and low-income individuals and families in the San Gabriel Valley, we are poised to do more than ever to drive significant, lasting and positive change for our community.

While government contracts enable us to expand our impact, we continue to rely heavily on the generosity of our community. Thanks to our donors, we helped thousands of people access housing and supportive services. Our most important fiscal commitment has always been to maximize our dollars to have the most impact in the lives of people we serve. We regularly evaluate our processes and practices, and are constantly improving and streamlining them.

With the continued expansion of services throughout San Gabriel Valley, the number of staff to provide these much needed services has increased by over 10% from the prior year. We have increased the number of program locations to be more accessible to those searching for assistance and to be better positioned to perform our outreach services. Significant upgrades in technology have provided our staff with the tools needed to be more efficient in delivering services and measuring performance and accountability.

Over 80% of our total expenses are program related, directly supporting our mission of rebuilding lives and ending homelessness.

Our Fiscal Year 2018-2019 audited financial statements are available upon request.

STATEMENT	OF ACTIVITIES		STATEMENT OF FINANCIAL POSITION 1			
INCOME			ASSETS	2019	2018	
8%	Individuals	\$1,596,560	Current Assets	\$17,948,185	\$16,008,789	
4%	Foundations	699,996	Property / Equipment	6,546,159	6,759,341	
3%	Special Events	636,619	Other Assets	2,570,766	2,389,369	
2%	Gifts-in-Kind	344,556	Total Assets	\$27,065,110	\$25,157,499	
1%	Business & Corps.	210,910				
2%	Other Organizations	289,129	LIABILITIES			
< 1%	Congregations	48,499	Current Liabilities	\$3,501,775	\$3,328,219	
			Long-term Liabilities	4,203,048	2,400,361	
20% Private	Support	\$3,826,269	Total Liabilities	\$7,704,823	\$5,728,580	
74% Governi	ment Grants	14,081,399				
6% Other In	ncome ²	1,122,758	NET ASSETS			
			Unrestricted	\$7,724,578	\$7,575,724	
Total Incom	e	\$19,030,426	Temp. Restricted	9,174,430	9,919,238	
			Perm. Restricted	2,461,279	1,933,957	
			Total Net Assets	\$19,360,287	\$19,428,919	
EXPENSES						
Includes outreach and prevention as coordination, men	Im Services bridge housing, rapid re-housing sistance, supportive housing, care tal health services, employment	\$15,233,255	Total Liabilities & Net Assets	\$27,065,110	\$25,157,499	
assistance, and m			1 Unaudited Financial Statements			
	gement and General	2,432,602				
6% Fundra	aising & Special Events	1,215,718	2 Net Investment Income, Gain on Sa Investment, Other Contribution Inco		realized Gain on	
Total Expense	S ³	\$18,881,575	3 Includes Depreciation Expense			

INCOME

74% GOVERNMENT GRANTS

20% PRIVATE SUPPORT

8% Individual 4% Foundations

3% Special Events

2% Gifts In-Kind

1% Business & Corp.

2% Other Org.

6% INVESTMENT / OTHER INCOME

INCOME

EXPENSES

PROGRAM SERVICES 81%

MANAGEMENT & GENERAL 13%

FUNDRAISING & SPECIAL EVENTS 6%

LEGACY SOCIETY

Ordinary people show extraordinary kindness and generosity by planning to leave a gift to Union Station in their will or estate plan. Their incredible love of life and concern for others ensures that their legacies will continue and remind us all that we, too, can make a difference for years to come.

UNION LEGACY STATION SOCIETY

Ruth E. Adame * Donald C. Adamson * Ronald Aday Lawanda R. Allee Domenica M. Ashton * James A. Avedikian Richard A. Barlow Helen Barton * David L. Bell Mary E. Bentz * D. R. Beyer * Helen Boreham * Todd A. Brewer Dianne Bukata Lorraine Cain * Patsy I. Carlson * Charles Carroll Gary Clayton Cathleen M. Clement Jaime G. Corvalan, MD

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Did you know that more than 80% of Americans donate to nonprofits, but only 8% chose to continue their support through a bequest?



ANISE STEVENS

Anise Stevens was a self-taught painter, produced playwright, published essayist and contributing art critic to several publications including Artillery and AEQAL.

Anise was a true lover of the arts, but didn't pursue painting with regularity until diagnosed with breast cancer just before her 43rd birthday. Anise found painting a therapeutic outlet and motivator to persevere with inspired resilience. For seven years, she fought but ultimately lost a brave battle against cancer.

Her memory will be forever honored by the tremendous legacy that she left to Union Station Homeless Services. Her gift will allow Union Station's life-saving work to continue for many years to come. We are inspired by her fearlessness, creativity, and commitment to those we serve.

To learn how you can leave a legacy, visit www.unionstationhs.org/legacy.



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 rebuilding lives in the San Gabriel Valley. Leadership Circle membership places you at the forefront of those who are transforming lives and ending the cycle of homelessness.

\$100K

IMPACT: One month of housing assistance and care coordination for 50 individuals.

\$50K

COMMUNITY PARTNER

IMPACT: An entire year of care coordination for 10 of our most vulnerable clients.

\$25K

PRESIDENT'S CIRCLE

IMPACT: All the supportive services and resources needed to move two families from homelessness to housing.

\$10K

EXECUTIVE CIRCLE

IMPACT: All the supportive services and resources needed to move an adult from homelessness to housing.

\$5K

PARTNERSHIP CIRCLE

IMPACT: Vocational counseling and job search resources to help an adult secure employment.

\$2.5K

BENEFACTOR

IMPACT: One month of meals for five families.

\$1.5K

IMPACT: One month of safe shelter, food, and support for a homeless adult.

\$500 SUPPORTER

IMPACT: One month of supportive and housing

retention services for a

formerly homeless adult.

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California Urethanes Settlement Fund Carl & Roberta Deutsch Foundation Joan A. Fritz Margaret L. Lieb Ralph M. Parsons Foundation United Way of Greater Los Angeles

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