



ANNUAL REPORT 2019 - 2020

UNION
STATION
HOMELESS
SERVICES

HOUSING + EMPLOYMENT + LIFE SKILLS

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MEETING THE *NEED.* MEETING THE *MOMENT.*



A LETTER FROM OUR BOARD CHAIR

Dear Friends,

2020 is a year most of us would prefer not to reflect on. But we must in order to look ahead...

To say the year was turbulent, challenging and unparalleled would be a major understatement. The year was heavily defined by the COVID-19 pandemic, which has led to global social and economic disruption, mass cancellations and postponements of events, worldwide lockdowns and the largest economic recession since the Great Depression of the 1930s.

Let us not forget the threatening wildfires in our backyard...the list of crises experienced seems endless.

However, what is most notable is the fact we lived the better part of the year in this most unfortunate and far less than ideal new "normal." We've all had to make significant, some would say radical, adjustments to our work and personal lives to adapt, to cope, to survive. From working from home while meeting the personal and educational needs of our children, to learning to work with the aid of technology from the sanctuary of our homes, we have substantially adapted to the disruptions.

Yet as challenging as these times have been, where maintaining safety, health and sanity have been critical to not only our success but our health and well-being, the impact has been far greater on those individuals and families experiencing homelessness. To those for whom Union Station Homeless Services exists to provide life-changing supportive services, daily meals and emergency and permanent supportive housing to help rebuild their lives and end their homelessness, there has never been a more critical time in our history where our services and solutions have been needed.

In the face of the challenges and disruptions, it is incredible to report we have:

- Moved more than 225 unsheltered people from encampments to hotel rooms as part of Project Roomkey, an emergency effort to isolate highly vulnerable people experiencing homelessness during the pandemic.
- Dramatically increased weekly meal service at one point from 2,000 to over 8,000 meals per week, feeding hundreds of clients staying in supportive housing, scattered site apartments and motels across the San Gabriel Valley.
- Partnered with USC Keck School of Medicine to provide enhanced outreach and street medicine to people living in encampments.

Thank you to Anne Miskey and her leadership team for providing stability and vision as well as for ensuring Union Station remains a leader in delivering effective solutions to the complex problem of homelessness. A special thank you to our staff for their commitment, dedication and tireless effort, for they are our foundation, strength and mobility. Finally, I would like to acknowledge and commend our incredible Board for their engagement and key support of the organization. All stakeholders have risen to the challenge and have been extraordinary.

We remain forever grateful to our donors for their vital and unwavering support for Union Station. Your time, talent and financial support have enabled us to meet the critical needs of those we serve. Together, we are making a difference in the lives of those experiencing homelessness.

It is now time to put 2020 in our rear view and take what we have learned and apply it forward. The year to come will unfortunately not magically address our current challenges, but it offers a key to our future: HOPE. We still have some tough sailing ahead but there is light at the end of the tunnel, and it is getting brighter. We look forward to continuing our partnerships and working together to meet the needs of the individuals and families we support throughout 2021 and beyond.

As you read this annual report, I believe you will be pleased and gratified to see how your efforts have helped change lives and provided hope to those most in need. Thank you for your continued support!

Kind regards,

A handwritten signature in black ink that reads "Kevin".

Kevin Trieber
Board Chair, 2020



A LETTER FROM OUR CEO

As I reflect on the past year, I can't help but think of 2020 in many ways as the “terrible, horrible, very bad year!” It has been a year riddled with fear and unrest. We have endured a global pandemic, curfews and lockdowns, wildfires and heat waves and political turmoil. At work, we often talk of being prepared for a “rainy day” but this past year what we experienced was a veritable tsunami. Each day seemed to bring another challenge and another new crisis — all of which we, at Union Station Homeless Services, had to overcome to continue our vital work.

On a more positive note, however, there were also glimpses of hope and the promise of better things to come. There were key moments of profound social awareness and change. We also saw an increase in both interim and permanent housing opportunities as the State and County scrambled to bring housing online, frequently circumventing the usual “not in my backyard” objections that too often hinder our efforts. And then there was the outpouring of support from so many of our neighbors -- doing whatever they could to help others during this time of crisis.

Yes, in many ways, 2020 has been “the worst of times”; in others, it was also “the best of times” because what it has shown us is the incredible strength and commitment of our staff, volunteers, donors — and those we serve. It demonstrated that our strength is in our values, and in standing together and looking out for one another, no matter what was happening in the world around us.

I was incredibly impressed and heartened by the courage of our staff. They continued to meet those we serve “wherever they were” — whether it be living on the streets, in encampments, or recently housed. They put our clients’ needs first. Our program, kitchen and operations staff went into full gear — providing protective equipment, education and food to people in need. They managed two Project Roomkey sites, which allowed nearly 225 people to get off the streets and into a place of safety. In the background — but working just as hard, were our administrative staff, who kept the engines of the organization going — no matter what we faced.

We had an increased focus on justice — for the most vulnerable, those persistently marginalized and shunned by society. This demonstrated itself through our increased advocacy efforts and the leadership of those with lived experience of homelessness, especially through LEAP (Lived Expertise Advisory Panel). We launched our successful Changing the Narrative Series, which brings experts together to discuss topics around homelessness, racial justice and building community.

And then there was the incredible resilience shown by our staff. As things continued to change, as crises arose our staff kept going and going, often to the point of exhaustion. They continually had to pivot, to deal with constant pressures and crises in new ways, while always keeping their eyes focused on Union Station’s mission — to end homelessness and help rebuild lives.

It has been hard — and the stress and crises have continued into 2021, but we now are looking forward to another year and new challenges. As the vaccine rolls out, as new opportunities arise through things such as Project Homekey (which will provide increased interim and then permanent housing), I can honestly say that we are weathering the storm with courage and with hope.

Thank you to you, our donors, our volunteers, our staff and our community partners. Together, as a community of people focused on not just compassion, but on justice for all, we can end homelessness. We can put 2020 behind us and move forward to create a community and a world that nurtures and sustains everyone.

Here’s to a wonderful, amazing and really great 2021.

Anne Miskey
Chief Executive Officer



UNION STATION HOMELESS SERVICES: OUR STORY

Meeting the Need, Meeting the Moment to End Homelessness

Union Station Homeless Services has been serving our community for almost 50 years. As the lead agency coordinating homeless services in the San Gabriel Valley, we serve a region with a combined population of over 1.5 million across more than 36 cities and communities. Our mission is to help individuals and families end homelessness and rebuild their lives.

Union Station was started in the 1970s by a local faith group who were disturbed by the reality of people in their community living on the streets. After a few years as a church-led program, we formalized as a secular nonprofit organization in 1984 with an independent board of directors and full-time staff. In the early years, we were primarily focused on providing emergency supports such as meals and shelters.

Today, we have grown to be one of the pre-eminent homeless services agencies in the San Gabriel Valley due to the quality of our service and our practice of the *Housing First* model. This approach prioritizes providing permanent housing and then offering, but not mandating, wrap-around services to help people experiencing homelessness stabilize and improve their quality of life.

Along with a focus on permanent housing solutions, we also build authentic relationships and acknowledge that clients are best able to direct their own path toward personal wellbeing. Our staff becomes partners with clients, listening, learning and walking beside them.

This new model recognizes that trauma, broken systems and lack of support have led people into extreme vulnerability and homelessness. However, human beings are, by nature, resilient and can, with the right supports, move toward stability and wellness.

Since adopting the *Housing First* model of care, and with a focus on trauma-informed services, we have seen 97% success rate of clients who have been housed and have not returned to homelessness.

Lean how we are dedicated to empowering people to find homes for good at www.unionstationhs.org.



EXPERIENCING HOMELESSNESS



*This data reflects the 2020 LAHSA Los Angeles County homeless count.

SYSTEMIC CAUSES OF HOMELESSNESS



THREATS TO HOUSING STABILITY



OUR MISSION

We prevent and end homelessness by focusing on permanent solutions: housing, supportive services, employment and community reintegration and engagement.

OUR PHILOSOPHY

To create lasting solutions to end homelessness, USHS focuses our work on evidence-based models and best practices to serve the most vulnerable people in our society who have nowhere else to turn.

HOUSING FIRST

The *Housing First* approach offers, without preconditions, **housing along with comprehensive support services**. We connect people to community-based services, medical and mental healthcare services, education and employment opportunities and benefits enrollment they need to **stay housed**.

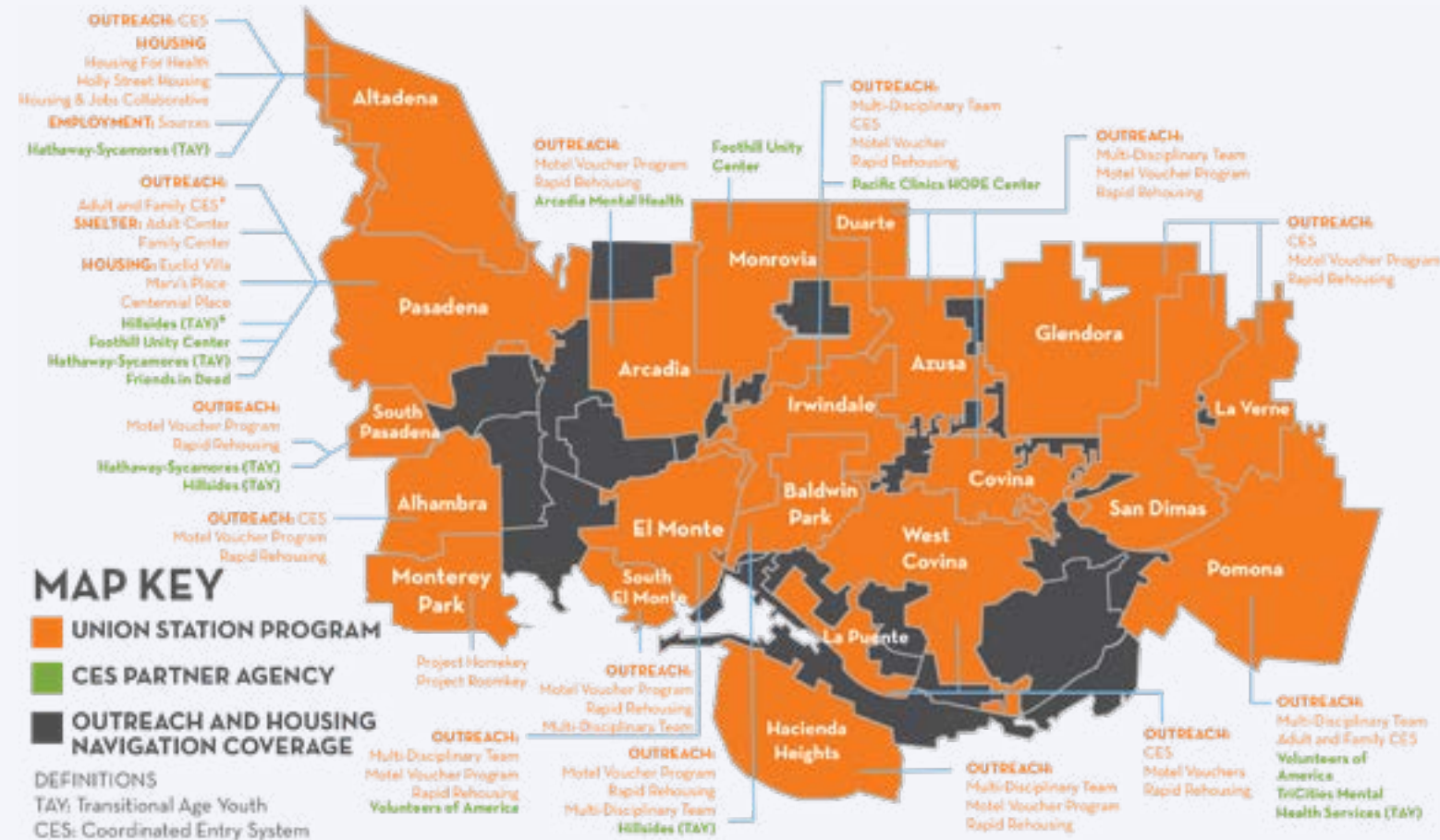
TRAUMA-INFORMED CARE

Poverty, hunger, domestic violence and homelessness – **these are traumatic experiences**. This 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?**”

HARM REDUCTION

Our low-barrier programs meet people “**where they are**” to help them reduce negative consequences, such as substance use, with strategies ranging from safe, managed use to abstinence, while simultaneously addressing the broken systems that perpetuate and complicate these issues.

OUR REACH



OUR IMPACT

4,145 INDIVIDUALS SERVED

IMPACT: Helped more than 4,100 people find shelter, housing and services.

1,236 PEOPLE SHELTERED

IMPACT: Provided more than 1,200 people with safe emergency and bridge housing, including Project Roomkey.

161,160 MEALS SERVED

IMPACT: Served more than 160,000 meals to food insecure adults and families.

887 PERMANENTLY HOUSED

IMPACT: Successfully helped 887 people move from homelessness to housing with a 97% retention rate.

114 INDIVIDUALS EMPLOYED

IMPACT: Helped more than 110 job seekers secure and retain employment through our programs.

1,427 TOTAL VOLUNTEERS

IMPACT: Our work was made possible by more than 1,400 volunteers, including individuals, businesses and foundations.



OUR BOARD OF DIRECTORS

OFFICERS

- Kevin Trieber, *Chair***
Bank of America, N.A.,
Senior Vice President
- Lori Bondar**
Avery Dennison Corporation,
VP, Controller, Treasurer & CAO
- Cynthia Kirby**
Member of Making Housing &
Community Happen, Advisor for
the Lived Expertise Advisory Panel
- Maxine Harris, *Vice Chair***
Bank of the West,
Vice President & Senior Trust
Officer
- Dianne H. Bukata**
Hahn & Hahn, LLP,
Retired Partner
- Cynthia Kurtz**
National Core Affordable Living,
Advisor
- Jesse Torres, *Secretary***
Arroyo West, Principal
- Dominick Correy**
CA State Senator Anthony J.
Portantino, District Representative
- Jim (James P.) Moore**
Wells Fargo Private Bank,
Senior Vice President, Regional
Bank Manager
- Tony Gronroos, *Treasurer***
HKG, LLP, CPA
- Jordan Corngold**
Warner Bros., Retired Music Editor
- Angela Serranzana**
Hackler Flynn & Associates,
Attorney

MEMBERS

- Holger G. Besch**
Seyfarth Shaw LLP; Partner,
Labor & Employment Department
- Nancy Naecker**
All Saints Church,
Director of Congregational
Development, Retired Critical
Care Nurse
- Marie Queen**
James J. and Sue Femino
Foundation, Director
- Vinayak Bharne**
USC School of Architecture,
Adjunct Associate Professor;
Moule & Polyzoides Architects and
Urbanists, Principal and Director
of Design
- Dr. Jesse Hong**
Ramona Pharmacy Group,
Chief Pharmacist
- Jan Sanders**
City of Pasadena Library,
Retired Director
- Desarae Jones**
Los Angeles Metro,
Senior Manager, Transportation
Planning
- Dr. Katharine Harrington**
USC Marshall School of Business,
Professor of Clinical Management
and Organization

OUR COMMITTEES

- ADVOCACY COMMITTEE**
Jesse Torres, Chair | Dominick Correy, Vice Chair
The Advocacy Committee supports the mission, vision and strategic plan of the organization, and is responsible for collaborating with committees, special interest groups, the Board and staff liaisons on key strategies, challenges and needs of the organization. The committee monitors and discusses key public policy issues at the local, state and federal level that affect the organization.
- AUDIT COMMITTEE**
Maxine Harris, 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. The committee meets a minimum of two times per year to prepare for, review and approve the annual audit.
- DEVELOPMENT COMMITTEE**
Marie Queen, Chair | Nancy Naecker, Vice Chair
The Development Committee facilitates the overall funding strategy and efforts of Union Station Homeless Services (USHS) in support of its mission. Committee members support the agency's various fundraising efforts, including special events, grants, corporate partnerships and cultivation of community and major donors.
- EXECUTIVE COMMITTEE**
Kevin Trieber, Chair | Maxine Harris, Vice Chair
The Executive Committee reviews current issues, organizational finances and upcoming items for Board action. The role also includes coordination with other Board committees, in particular the Governance Committee, and maintenance of strong, positive working relationships with staff, counsel and other committee advisors.
- EQUITY & INCLUSION COMMITTEE**
Maxine Harris, Chair | Cynthia Kirby, Vice Chair
The Equity & Inclusion Committee ensures that USHS promotes equity for all people by integrating a framework of racial, gender, LGBTQ+, age, ability and economic justice in our policies, procedures and communications. This committee plans to meet on a monthly basis, work directly with staff and make recommendations to the Board on aspects related to racial equity and the equity policy within our organization.
- EVENTS COMMITTEE**
Desarae Jones, Chair | Maxine Harris, Vice Chair
The Events Committee facilitates and assists in planning, promoting and developing the organization's annual fundraising events. The committee, which meets monthly, 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.
- FINANCE COMMITTEE**
Kevin Trieber, Chair | Lori Bondar, Vice Chair
The Finance Committee reviews internal financial statements, monitors

- the organization's overall financial status, reviews the annual operational budget prior to its submission to the Board and recommends budget amendments to the Board when necessary.
- GOVERNANCE COMMITTEE**
Lonnie Schield, Chair | Marie Queen, Vice Chair
The Governance Committee ensures that the Board fulfills its legal, ethical, strategic and functional responsibilities through governance policy development, recruitment strategies, and training programs. In addition to monitoring of Board activities and evaluation of Board members' performance, the committee facilitates the evaluation of CEO performance. The role also includes coordination with other committees, in particular the Executive Committee, and maintenance of strong, positive working relationships with staff, counsel and other committee advisors.
- HOUSING INNOVATION COMMITTEE**
Jim Moore, Chair | Lonnie Schield, Vice Chair
The Housing Innovation Committee supports our mission 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.
- INVESTMENT COMMITTEE**
Tony Gronroos, Chair
The Investment 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. This committee meets on a quarterly basis.
- LEAP COMMITTEE**
Dominick Correy, Chair | Cynthia Kirby, Vice Chair
LEAP (Lived Expertise Advisory Panel) furthers the mission, vision and strategic plan of the organization by engaging and amplifying the 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.
- PERSONNEL COMMITTEE**
Holger Besch, Chair | Jan Sanders, Vice Chair
The Personnel Committee ensures that the Board is apprised of matters related to Human Resources for Union Station Homeless Services. This allows the Board to provide guidance and support to executive management as it develops and implements policies and processes.
- PLANNED GIVING COMMITTEE**
The Planned Giving Committee is responsible for cultivating and soliciting current and future gifts to our organization that require the use of estate planning techniques or that have significant financial and tax consequences.

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

Brittany Duke-Noblin*

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.

Jay M. Goldstone*

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

Robert Levy*

Carol Liu
- Alan Maltun

David A. Mans*

James McCarthy*

Robert McCrary, Jr.

Joanne Moran, Ph.D.

Wendy Munger

Dana P. Newman

Diana L. Peterson-More

Gloria S. Pitzer

Thomas A. Polenzani

Greg Prout*

Elliot A. Sainer

Shirley O. Schumacher

Bradley D. Schwartz

Karen I. Shanbrom

Randy A. Shulman

Arnold Siegel*
- Catherine L. Simms*

Janie S. Steckenrider

Marilyn Stein

Vickie Taylor

Charles Thuss

Betsey Tyler

Gregory R. Vanni

Martin M. Veselich

Shaw Wagener

Lyla L. White

Matthew Wright

**retired off the Board in 2019*

IN MEMORIAM: MARV GROSS

We were saddened by the passing of Union Station Homeless Services' former long-term CEO, Rabbi Marvin Gross. Over his 20-year tenure, he helped lead Union Station to become the largest agency serving people experiencing homelessness in the San Gabriel Valley and one of the lead agencies in Los Angeles County. His kindness, humility, humanity and strong sense of compassion and social justice will never be forgotten.

You can help keep his memory alive by donating to The Marv Gross Fund for Families. The Fund supports the needs of families at the Family Center, Euclid Villa, Marv's Place and other family programs with costs associated with helping families rebuild their lives. These costs include housing, rent, utilities, move-in costs, furnishings, motel vouchers, supportive services and enrichment activities.

Your gift will have a lasting impact by helping our families today, tomorrow and for many years to come.

Learn more or donate at <https://unionstationhs.org/help/donate/mgross/>

OUR EXECUTIVE STAFF



INNOVATION & EXCELLENCE

STEERING COMMITTEE (I&ESC)



As a staff-driven committee dedicated to upholding the organization’s vision, mission and values, I&ESC fosters a work culture centered around innovation, excellence and creativity. The committee’s purpose is to develop client-focused ideas, collaborations and partnerships. With the support of Executive Leadership, I&ESC has three major areas of focus: the Diversity Network, process improvements and the Staff Value Awards.

DIVERSITY NETWORK

The USHS Diversity Network promotes acceptance, respect and teamwork while also fostering diversity in the workplace. Through this network, we hope to communicate, educate and express diverse cultures through our seven networks with the support of the Executive Staff and Board of Directors:

- African American/Black
- Asian Pacific
- Disability
- Hispanic/LatinX
- LGBTQ+
- Veterans
- Women



We believe every individual has a story, a past, and a unique set of skills that shape who we are, and through this network, we can learn from one another to become better versions of ourselves, personally and professionally.

TEAM MEMBERS LEADING BY EXAMPLE...



OUR PROGRAMS

Our Programs Are Rebuilding 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.

Our field-based outreach teams locate and assess people who are experiencing homelessness. They build trust and help people on their journey to finding safe and affordable housing.

Coordinated Entry System (CES)–Streamlines the process of finding housing for those individuals experiencing homelessness — 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 unhoused.

OUTREACH

Outreach is defined as the activity of engaging a person experiencing homelessness through the process of rapport-building with the goal of linking that individual to a permanent housing resource. Outreach is an ongoing process that involves creativity, flexibility and trust-building that may take months or even years in addition to establishing a relationship to connect a client to housing.

- Multi Disciplinary Outreach Teams (MDT)** – Outreach teams consist of a Manager, Substance Abuse Specialist, Mental Health Specialist, and Peer Specialist with lived experience of homelessness. MDT Teams cover the entire San Gabriel Valley region and provide outreach in public spaces like parks, recreation areas and riverbed areas. The USC Keck School of Medicine Street Outreach Team (KSOM) provides assessments, testing and primary healthcare services for individuals on the street
- City-Specific Outreach Teams** – Outreach teams established to serve specific cities and unincorporated cities in the San Gabriel Valley
- SPA 3 Outreach Coordination**–As the lead CES agency for SPA 3, Union Station Homeless Services coordinates a regional outreach approach which includes managing the LA-HOP access line linking the region to various outreach teams including external teams such as LAHSA’s Homeless Engagement Teams (HET) and Department of Mental Health HOME Team



WE MEET YOU WHERE YOU ARE

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

MULTI DISCIPLINARY TEAMS

The street is the great equalizer where titles do not matter. It is about making a connection and building trust. The Multi Disciplinary Teams (MDT) outreach to those who need them most in encampments and under freeways.

In partnership, MDT and the Keck Street Medicine Team work holistically with the client to develop a plan that covers physical and mental healthcare as well as a path to permanent housing. The team meets new people as well as follows up with existing clients to monitor ongoing treatments and medicines. While unsheltered individuals deal with harsh weather conditions and the uncertainty of not knowing where they might be sleeping that night, they also have the same medical concerns that we all do. Access to ongoing medical care is key, especially when the number one cause of death among unsheltered people is cancer followed by heart disease.

“Medicine is a tool of engagement. It declares why we are here. It is an instrument of peace that speeds up building trust.”
- Dr. Brett Feldman, Director of Street Medicine at the USC Keck School of Medicine





INTERIM HOUSING

We offer safe crisis and bridge housing for people who are experiencing homelessness. While living with us, residents meet at least weekly with a care coordinator to receive support with their basic needs as well as healthy meals, enrichment activities and links to community resources and housing to help them rebuild their lives.

We provide nearly 739 individuals and families each year with bridge housing at our two locations and with motel vouchers. We also served 225 highly vulnerable people experiencing homelessness through Project Roomkey.

Our bridge housing for adults and families include:

- The Adult Center** - up to 56 beds for adult men and women as well as showers, meals and health services for non-resident day patrons
- The Family Center** - up to 50 beds for parents and minor children in a nurturing home-like environment
- Motel Vouchers** - provide additional crisis and bridge housing opportunities and expand our shelter capacity.

In addition, the State of California created Project Roomkey, an unprecedented expansion of interim housing to bring as many people experiencing homelessness inside as possible during the pandemic. We provided case management services for 100 units at two motel sites located in the San Gabriel Valley.

On-site services include:

- Meals
- Safe shelter
- Care Coordination
- Supportive services
- Enrichment activities
- Links to medical and mental healthcare
- Substance use recovery programs
- Mainstream benefits enrollment

OSCAR'S STORY

Oscar is a Cuban refugee and a hardworking man. When he was diagnosed with cancer at 76, his fixed income couldn't cover the doctors' bills, prescriptions and rent, and soon he was out on the streets. He survived for four years, but then COVID hit. Through Project Roomkey, Oscar moved into a safe hotel room, where he received medical services, a warm bed and the dignity of a bathroom. Our Union Station Housing Navigator worked to find him a permanent place to live.

Today, 80-year old Oscar is in his own apartment -- surrounded by the supportive services he needs.

"There wasn't much hope. But now, I feel good, despite having terminal cancer." -Oscar



PERMANENT HOUSING

Permanent Supportive Housing (PSH) offers adults and families the opportunity to rebuild their lives in safe, affordable and private apartments with on-site support services. Within these safe living quarters, residents rebuild their lives and build community.

We provide on-site services at the following PSH sites:

- **Centennial Place**, 142 single-room occupancy (SRO) apartments for adults
- **Euclid Villa**, 14 apartment units for families
- **Marv's Place**, 19 apartment units for families

SCATTERED SITE HOUSING

We offer scattered-site permanent supportive housing programs and support 1,500 individuals through Rapid Rehousing programs. Program participants receive rental assistance combined with care coordination. Funding sources for these programs include the Department of Health Services, LAHSA, City of Pasadena and LACDA.

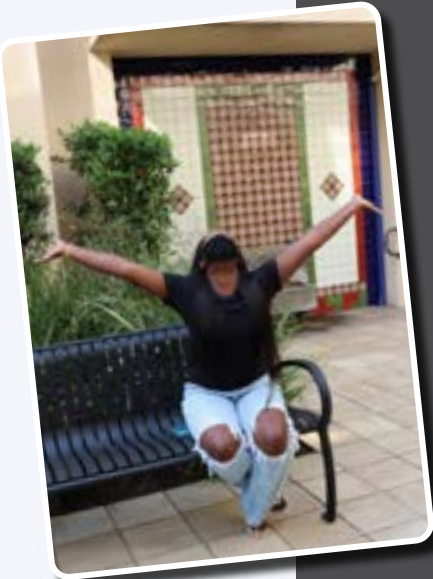
RAPID REHOUSING

Rapid Rehousing provides short-term, tapered rental assistance and care coordination to help people obtain housing quickly, increase self-sufficiency and stay housed.



MARV'S PLACE

QUINTANA'S STORY



For three years, Quintana and her three kids lived at friends' houses, sleeping on couches and floors. When she exhausted every option, she pooled the last of her money to buy a used van for her family to live in.

She would park the van in different locations throughout the city to avoid trouble and tickets. Without electricity or WIFI, the kids fell behind in their homework and schoolwork.

Quintana and her 3 kids now live at Marv's Place. For the first time, her children have a room to sleep in and can invite friends over. Quintana is so proud that they are catching up on their school work.

"Marv's Place is beautiful, quiet and peaceful. Our first meal at the apartment was a celebration with steak and A1 sauce along with salad. I love to make meatloaf and want to show my kids that mine can be even better than their grandmother's." -Quintana

EMPLOYMENT & COMMUNITY REINTEGRATION

SOURCES CAREER DEVELOPMENT

For nearly 25 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 Homeless Services, as well as for low-income and homeless jobseekers 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



COMMUNITY ALLIES

The **Community Allies Program** pairs volunteers with their recently housed neighbors, transforming the traditional one-on-one mentor relationship by incorporating companionship 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 builds 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 help foster happy and healthy communities.



KAREN AND NATASHA'S STORY

Karen first met Natasha while volunteering at our Adult Center. The two were paired up as part of our Community Allies Program, an award-winning program that pairs volunteers with their recently housed neighbors to foster relationships, develop social networks and build community.

Since joining the program in 2018, the two have become close friends and have made memories together—from Pasadena Art Night to hikes at Descanso Garden and Eaton Canyon. Karen was even by Natasha's side through the pregnancy and birth of her son. Today, they are closer than ever.

Learn more about becoming a Community Ally at <http://www.unionstationhs.org/communityallies>
Watch Karen and Natasha's story at https://youtu.be/JEpB7mZ_uog

"Whether we're in the Community Allies Program or not, we're going to always be in each other's lives. It's been wonderful for both of us. Natasha knows she can count on me for anything." -Karen



ADVOCACY

We know that homelessness is not the result of broken people but rather of broken systems; it is a failure on behalf of the community to provide flexible support and safety nets. Our current homelessness crisis is largely a result of a long history of economic and housing policies that discriminated against certain populations. Race, gender, sexuality, age, mental and physical disability and addiction disorders have all served as significant barriers to amassing wealth and securing housing in our society. To truly meet an individual's needs, we must also address the social issues that are at the root of homelessness.

Our Advocacy Committee aims to acknowledge and change these systems in order to create a society where everyone has the right to a life of dignity and a safe place to live.

By advocating for best practices and policies around homelessness, housing and housing sustainability, our Advocacy Committee seeks to positively influence public opinion on issues related to housing, ending homelessness and creating accessible and effective resources for all people to thrive in community. Together, we can create a culture of YIMBY: YES IN MY BACKYARD and fight for every human's right to housing.



LEAP

Our **Lived Expertise Advisory Panel (LEAP)** is comprised of a diverse group of current and formerly homeless individuals. Following the guiding principle "nothing about us, without us," this panel of experts advises Union Station Homeless Services' Board of Directors and staff on issues related to service provision, advocacy and policy. The group uplifts the voice of lived expertise and ensures that it is represented at all levels of the homeless service sector. Their guidance is based on industry best practices such as trauma-informed care, harm reduction and Housing First models along with their personal and lived experiences. LEAP works closely with the Advocacy Committee to positively influence public opinion and public policy on issues related to housing and ending homelessness.

CYNTHIA KIRBY'S STORY

Cynthia Kirby is a wife, a mother, a student, a leader and an advocate. She was raised in South Pasadena and she has always called the San Gabriel Valley her home. Childhood trauma, disability, domestic violence and addiction led to a decade-long journey through homelessness in Pasadena. In 2014, she and her husband connected with Union Station Homeless Services' Adult Center and received a Continuum of Care Voucher from the City of Pasadena and have now been housed for over five years.

Cynthia serves on Union Station's Lived Expertise Advisory Panel (LEAP) and has been an affiliate member of her church's liaison to Making Housing and Community Happen which advocates for a variety of affordable housing models within the City of Pasadena. Based on her insights and dedication to the mission, Cynthia was asked to serve on the Union Station Board of Directors. She is invaluable in giving voice to the unsheltered and recently housed to ensure their unique concerns and point of view are integrated into the organization's policies and programs.





THANK YOU TO OUR VOLUNTEERS!

“Our **Community Allies** are a unique and incredible group of volunteers who cast aside all doubts and stereotypes as they support our clients in a way that truly embodies the spirit of giving back to their community. Thank you for all you do.” - **Emily Fredrickson | Community Allies Program Manager**

“Thank you for taking the time out of your day to come help us in the kitchen and being creative.” – **Chef Marisa | Food Service Manager**

“To our **front desk and interoffice volunteers** - thank you so much for all that you do! You really help us out so much!” - **Brindi Cole | Office Manager**

“Thank you to all the volunteers who helped us out with gift packing for the holidays and Dinner in the Park. You’ve really made the holiday season special!” - **Coco Lovely | Manager, Events & Volunteers**

“Working alongside our incredible volunteers has truly allowed me to see the goodness of humanity in our world in a tangible way. You inspire me to continue to put others before myself and for that I am incredibly grateful.” - **Natalie Hammond | Manager, Volunteers**



VOLUNTEER & COMMUNITY PROGRAMS

Volunteers are the backbone of our organization. It is only with the help of more than 1,400 volunteers generously donating more than 35,000 hours of time that we can provide the high standard of service for which we are known. Volunteers support our staff with meal service, administrative support, tutoring and events. We are beyond grateful that our volunteers have stepped up in the moment to work beside us to meet the needs of our community!

TOTAL
VOLUNTEERS

1,427

VOLUNTEER
HOURS

35,735

GIFTS
IN-KIND

\$801K

MEALS
SERVED

161,160



Adopt-a-Meal

Adopt-a-Meal groups provide over 45,000 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 who 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 do not mind getting their hands a little dirty. This is a great option 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.

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.

You can learn more about volunteer opportunities at unionstationhs.org/help/volunteer

2020 EVENTS

Masters of Taste

Every year, thousands of LA foodies await the annual Master of Taste (MOT), the premier food and beverage festival. On the field of the Rose Bowl in Pasadena, Culinary, Beverage, & Sweet Masters provide delicious tastings for guests in support of Union Station Homeless Services and our mission to help rebuild lives and end homelessness. While Masters of Taste has grown to be one of our highest attended and revenue raising events, due to COVID, we had to make the difficult decision to postpone the event for the foreseeable future. *You can stay up to date on the latest information at mastersoftastela.com.*



Evening For The Station

One night every year, Union Station hosts an Evening for the Station, a gala party with diverse entertainment, wonderful food and beverages to help raise funds for Union Station Homeless Services. Each year the talent changes and always features some of the area's hottest performers. This last year, the whole event went completely online with virtual wine, ale and mocktail tastings as well as a silent auction.



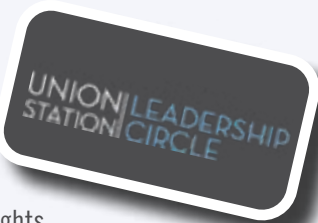
Donor Appreciation Events

It is only through the support of our loyal donors that we can do our life-saving work and help rebuild our clients' lives. In appreciation for our donors' continued funding, we hold a number of events and gatherings to celebrate their generosity and share the impact of our work. At these events, staff and clients share success stories, give insights into our services and programs and enable our donors to see the direct benefit of their contributions.

COMMUNITY FUNDRAISERS

Throughout the year, many businesses and organizations support our efforts with community fundraisers. Business and service groups put their expertise or locations to use to help us raise funds.

Many times, groups hold events to raise money and other times, businesses give back a portion of their earnings to benefit Union Station.



Changing the Narrative Series: Discussing the Complexity of Homelessness

Engaging in an open dialogue about the complex issues surrounding homelessness, Changing the Narrative is a series of quarterly webinars that explore the root societal causes of homelessness and debunk myths. In each session, subject matter experts are joined by those who have lived experience to address a macro topic and encourage the community to delve deeper. To extend the impact of the sessions, our Resource Action Guides are posted on our website for additional resources to continue learning and advocacy. Recent topics include:

- Changing the Narrative Series: Systemic Racism and the Housing Crisis
- Changing the Narrative Series: Does Housing Really End Homelessness?
- Changing the Narrative Series: Building Better Cities

Watch recordings of past sessions and access the Action Guides at: <https://unionstationhs.org/changing-the-narrative-series/>

Dinner in the Park: A 50-Year Tradition Lives On

For 50 years, the community has come together to share a Thanksgiving meal with those experiencing homelessness, or just needing a meal, in Pasadena Central Park. Over the decades, this event has undergone numerous changes with the last two years bringing their own modifications.

Our 49th annual event was moved to a giant tent outside of the Adult Center due to heavy showers and showed us that our incredible community will serve and support one another even when the weather is less than ideal.

To mark the 50th Anniversary of Dinner in the Park and adhere to COVID-19 safety standards, over 2,000 Thanksgiving meals were provided on three different days.

A week before Thanksgiving, "All the Fixings" Meal Supply Boxes were distributed for people to cook their dinner at home. Prepared Thanksgiving Meals were given out the day before the holiday for reheating at home. Finally, private Thanksgiving Day meals were served on the day-of to the residents of the Adult Center, Family Center and Centennial Place.



2019 - 2020 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 last year. Our most important fiscal commitment is to steward our dollars to maximize our impact in the lives of those we serve. We regularly evaluate our processes and practices to improve and streamline them as needed.

In the last fiscal year, our revenue grew by 32% and expenses increased by 27%, allowing us to continue the expansion of critical services in the region. Increased program locations made us more accessible to those seeking help and better positioned our staff to perform critical outreach services. We continued to provide services without interruption during the COVID-19 pandemic and took on new contracts and sites in order to assist our clients during this time of extreme need. We continued to increase our efficiency during this period of growth to ensure that **over 80% of our total expenses are program-related**, directly supporting our mission of rebuilding lives and ending homelessness.

Our Fiscal Year 2019-2020 audited financial statements are available upon request.

STATEMENT OF ACTIVITIES

INCOME		
13%	Individuals	\$3,187,253
8%	Foundations	1,868,116
2%	Other Organizations	511,718
2%	Special Events	454,817
3%	Gifts-in-Kind	765,707
27%	Private Support	\$6,787,611
68%	Government Grants	16,906,013
5%	Other Income ²	1,151,733
Total Income		\$24,845,357
EXPENSES		
83%	Program Services	\$19,423,005
<i>Includes outreach, bridge housing, rapid re-housing and prevention assistance, supportive housing, care coordination, mental health services, employment assistance, and meals.</i>		
12%	Management and General	2,846,764
5%	Fundraising & Special Events	1,239,865
Total Expenses ³		\$23,509,634

STATEMENT OF FINANCIAL POSITION ¹

ASSETS		2020	2019
Current Assets		\$22,124,745	\$17,956,663
Property / Equipment		6,568,139	6,546,159
Other Assets		2,669,011	2,512,456
Total Assets		\$31,385,899	\$27,044,084
LIABILITIES			
Current Liabilities		\$8,084,182	\$5,018,090
Long-term Liabilities		2,400,361	2,400,361
Total Liabilities		\$10,484,543	\$7,418,451
NET ASSETS			
Unrestricted		\$6,920,944	\$5,626,078
Board Restricted		2,125,802	2,181,270
Restricted		11,854,610	11,818,285
Total Net Assets		\$20,901,356	\$19,625,633
Total Liabilities & Net Assets		\$31,385,899	\$27,044,084

¹ Unaudited Financial Statements

² Net Investment Income, Gain on Sale of Investment, Unrealized Gain on Investment, Other Contribution Income

³ Includes Depreciation Expense

INCOME

68% GOVERNMENT GRANTS

27% PRIVATE SUPPORT

13%	Individuals	3%	Gifts-in-Kind
8%	Foundations	2%	Other Organizations
2%	Special Events		

6% INVESTMENT / OTHER INCOME

INCOME

EXPENSES

PROGRAM SERVICES 83%

MANAGEMENT & GENERAL 12%

FUNDRAISING & SPECIAL EVENTS 5%

EXPENSES

LEGACY SOCIETY

Ordinary people show extraordinary kindness and generosity by planning to leave a gift to Union Station Homeless Services in their will or estate plan. By making bequests and other “planned gifts” – such as Charitable Gift Annuity, Charitable Remainder Trust, Gift of Stock, Donor Advised Funds and IRA Roll Overs –you can continue to rebuild lives for years to come.

- Ruth E. Adame*

Donald C. Adamson*

Ronald Aday

Lawanda R. Allee

Domenica M. Ashton*

James A. Avedikian

Baker Family Trust*

Sharon L. Barlow

Helen Barton*

David L. Bell

Mary E. Bentz Trust*

D. R. Beyer*

Alice Boice Estate*

Helen Boreham*

Margaret Brandenburg*

Todd A. Brewer

Dianne Bukata

Lorraine Cain*

Charles Carroll

George L. Cassat

Gary Clayton

Cathleen M. Clement

Jaime G. Corvalan

Pamela L. Davis*

Sharyn M. Delahousie
- Robert Dunlap

Lois M. Di Santo*

James D. Dyer Fund*

Edith R. Emery

Nancy L. Fairchild

Mona Field

Fredric Fletcher

Robert J. Floe

Rayma Forrest

Cecilia R. Fox

Gunar Freibergs

Joan A. Fritz*

Antoinette Gamble*

Garth G. Gilpin

Delbert Goehner

Robert W. Greer*

John Haeckl

James C. Hart

Dick S. Heiser

Paula Hilgendorf

Anne R. Holland*

Aideen Honzay

George C. Hopkins

Robert Hubbard

Margie C. Hughes Trust*
- James Hulse*

Marylou Ingram*

David L. Kamansky

Erika Kapfenstein*

Mitchell E. Kauffman

Taffia Kennedy

John Kerfoot Trust*

William Kerler*

Margaret King*

Paul Krueger

Hannah Kully

Doris M. Lamb and
H. Richard Lamb
Foundation

Henry L. Landsberg

Eugene A. Laumann*

Marguerite Lautenbach

Elizabeth P. Lent*

Deborah B. Lewis

Margaret L. Lieb*

David A. Mans

Victoria M. Martin

Joe Martinson

Michael Max*

Robin J. McCarthy
- Robert McCrary

Paul Michabofsky*

Marcia Milbach*

Loretta Mockler

Doretta C. Moreno*

The George and Doretta C.
Moreno Family Trust

Richard Nardin

Pete Nelson

Richard Nelson*

Patricia A. Nopper*

Jay M. Packer

Frances Paelian*

Gloria S. Pitzer

Thomas A. Polenzani

Byron Prinzmetal

Elaine Proudfoot

Mildred E. Rodstrom*

Patrick and D. V. Rooney
Family Trust*

Elliot A. Sainer

Barbara R. Salkin*

Lawrence Schield

Bradley D. Schwartz

Mary M. Scribner
- Susan P. Shanley

Jean Sherman*

Randy A. Shulman

Catherine L. Simms

Neal F. Skowbo

Alice C. Smith

Betty J. Soule*

Earlyn T. Spector

Anise Stevens*

Lelas Stone

Helen M. Sweeney*

Bert M. Sweetser*

Martha G. Tolles

Alice M. Tribe*

Elizabeth S. Trussell

Alphonso Vallejo*

Martin M. Veselich

Rosalie Waterman

Robert Weiner

Stanley E. Whitcomb

James E. Wight

Ruth B. Wilhelm*

Dorothy Yarnall

UNION STATION | LEGACY SOCIETY

LEAVING A LEGACY: ADELAIDE HIXON

Adelaide Hixon was a powerful, intelligent and loving woman. She was vehemently committed to liberal and humanitarian values and believed her wealth required her to assist those in need. She served her community as a member of a number of boards and by volunteering her time both locally and internationally.

After she passed away in Pasadena at the age of 101, Union Station Homeless Services received notification of a very generous bequest. We will be forever grateful for Adelaide's commitment to those in need and for the wonderful legacy she left behind in making a planned gift to Union Station.

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

TRUSTEE

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

FRIEND

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.

TRUSTEES

- The Ahmanson Foundation

Avery Dennison

Jordan Corngold and Susannah Blinkoff
- The Green Foundation

Robert and Kathleen Henderson

Ralph M. Parsons Foundation
- Rose Hills Foundation

S. Mark Taper Foundation

Weingart Foundation

COMMUNITY PARTNER

- California Community Foundation

The Capital Group Companies

Charitable Foundation

Gordon and Dona Crawford
- Good Hope Medical Foundation

Richard and Tracy Hirrel

Joan Fritz Trust

James and Olga Kendall
- Pasadena Community Foundation

Rotary Club of Pasadena Foundation

Wells Fargo Foundation

PRESIDENT'S CIRCLE

- Ann Peppers Foundation

Ayrshire Foundation

Bank of America Charitable Foundation, Inc.

Carl & Roberta Deutsch Foundation

The Florence Foundation

Michael and Kris Anne Gitlin

Heather and Paul Haaga Jr.
- William and Sally Hurt

Judith L. Chiara Charitable Foundation

Jane and Doug Krech

Russel and Hannah Kully

Richard and Mary Mader

Nancy and Philip Naecker

National Community Renaissance
- of California

Pasadena Child Health Foundation

Thomas A. Prince and Charlene Reichert

Ralphs/Food 4 Less Foundation

Skylight Foundation

Eugene and Marilyn Stein

Alex and Vickie Taylor
- U.S. Bank

United Way of Greater Los Angeles

Western Asset Management Company

EXECUTIVE CIRCLE

Appdynamics, Inc.	Matt and Tracy Heverly
Bank of the West	HomeStreet Bank
Albert and Elaine Borchard Foundation	In-N-Out Burger Foundation
Tom Boyle and Wendy Lees	J. W. and Ida M. Jameson Foundation
Brown-Forman Corporation	The John and Katherine Gurash Foundation
Citizens Business Bank	John H. and Cynthia Lee Smet Foundation
De Nova Community Fund	Kaiser Permanente Foundation
Dorcas Davis Trust	Kathryn Kroger
James and Nancy Dunton	Terrence and Teresa Krupczak
Ethel J. Scantland Foundation, Inc.	David and Janet Lazier
Georgia B. Ridder Foundation	Lon V. Smith Foundation
William Gross and Marcia Goodstein	Louise Laraway Teal Foundation
The Ernest G. Herman Foundation	

PARTNERSHIP CIRCLE

Automatic Data Processing Inc. (ADP)	Gregory P. Dubois-Felsmann and Beverly Stein
Sharon L. Barlow	Judith Dundee
David Boncarosky and Carola Donnerhak	Durfee Foundation
Callie D. McGrath Foundation, Bank of America, N.A. Trustee	Edgewood Realty Partners
Franklin and Virginia Campbell	Nancy L. Fairchild and Greg J. Boreham
Melvin and Dargetta Carlisle	David and Mitsuko Felton
Robert Cathcart	Mark and Laurie Finucane
Charles and Henrietta J. Detoy Foundation	First German United Methodist Church-Los Angeles United Me
Community Justice Foundation	Robert J. Floe
Sara E. Davis	Honorable and Mrs. Haley J. Fromholz
Vaughn and Shawn Dennis	Brett Furrey
Frank and Martha Denzel	Goldsmith Legacy Foundation
Joseph and Maria Di Massa	The GoodCoin Foundation
Debra and David Dillard	H. Leslie & Elaine S. Hoffman Foundation
Richard Dong and Eric Dong	

BENEFACTOR

Assumption of the Blessed Virgin Mary Church	Richard Elbaum and Kathleen Gilbride
Nancy Baisch	Ella Fitzgerald Charitable Foundation
Danny and Aline Bakewell	James and Gail Ellis
Ralph R. Bennett Jr.	Epicentre Church
Kristine and Ronald Blom Ph.D.	Robert and Jane Ettinger
Peter Boardman and Nobuko Fujita	First Choice Bank
Lori and Les Bondar	Fishman Family Foundation
Tom C. Bouquet and Rowena A. Yeung	John D. Fleener
Gabrielle and Arvis Bruveris	Eric and Megan Foker
Carl E. Wynn Foundation	Jerry and Roberta Furrey
William T. Christian and Barbara Zimmermann	Roberto M. Gallegos
Congresswoman Judy Chu	Thomas G. Gertmenian
Rafael Cruz	Pete and Julie Giulioni
Doris M. Lamb and H. Richard Lamb Foundation	Goldstar Events, Inc.
	Jay and Marie Goldstone
	Marcia Anne Good

Penelope and John Lusche, M.D.
Alan and Gail Maltun
Greggory and Charis Mansur
Michael J. Connell Foundation
Molina Family Foundation
Lilia M. Montano
Zachary Moore
MUFG Union Bank, N.A.
The Nance Trust
Oaktree Capital Management, LLC
The Patron Saints Foundation
Pfaffinger Foundation
Marie and John Queen

Harold Edelstein Foundation
Dick and Loretta Heiser
Supervisor Hilda L. Solis, 1st District
Robert M. Holder and Ann Holder
John and Jennifer Kelly
Laemmle Theatre Charitable Foundation
Sally J. Lash
David H. Lehman
Heather L. Long
Michael L. Long
Thomas P. McGuire
Robert and Peggy McKennon
Jim and Cary Moore
Jay and Donna Packer
Anne B. Peterson
Albert and Susan Sabo
Steven and Brittney Schlaack

Carole Grant
James and Tina Hart
Paul and Jane Hufnagel
Huntington Memorial Hospital
Idealab
Jewish Community Foundation
Howard and Elizabeth Kahn
Euprasia Kam
Ralph and Margo Kidushim
Gail A. Klein
Gregory M. Kunert and Carol A. Watson
La Canada Presbyterian Church
Joan Laidig and James D. Guy Jr.
Lefkowitz Family Foundation
Johnny and Eun-hye Lok
Los Angeles Trial Lawyers’ Charities

Edward M. Rounds and Callae Walcott-Rounds
Elliot and Marcia Sainer
San Marino Woman's Club
Lonnie and Lorraine Schield
Schoellkopf Family Foundation
Southern California Gas Company
Darrell and Sarah Spence
Lois M. Tandy
James and Trevesa Terrile
TJX Foundation
R. Rhodes and Elizabeth Trussell
Shaw Wagener and Deborah J. Heitz

Bradley and Victoria Schwartz
Eric and Kathy Searcy
Hunter Seiter Simmons
Southern California Edison
Specialty Family Foundation
Mindel Spiegel
Justin and Maggie Toner
Tsutayo Ichioka & Satsuki Nakao Charitable Foundation
Verlasso Salmon
Ben Wasserstein and Julia Turner
Eric and Jill Weinlein
Westport Construction, Inc.
Elise and Rick Wetzel
WHH Foundation
Stanley and Laurie Whitcomb
Henry and Margie Yost

Lucas, Horsfall, Murphy & Pindroh, LLP
Matt and Melanie Lyons
Barbara J. Madden
Joe Martinson and Debbie Wood-Martinson
Much Is Given Foundation
National Charity League - Glendale
National Charity League - San Marino
Claire E. Newman
Dale and Ayako Okuno
David Owen
Charles R. Owens and John Van Horn
John W. Peterson and Margaret A. Gordon
Yvonne and Stanley Pine
Donald and Gloria Pitzer

BENEFACTOR (CONTINUED...)

Russell Ferrante and Gerry Puhara
David and Leigh Ann Reynolds
James and Jean Richardson
François and Carol Rigolot
Rosenthal Family Foundation
Rothner, Segall & Greenstone
Donald Royer
Anthony and Pamela Schwarz

FRIEND

Bobbi Abram
Joan and Andreas Aebi, Ph.D.
Mark B. Afram
Jason Alicea and Morgan Page
Lawanda R. Allee
Douglas and Keri Axel
Katherine Barnard
Dana Bean
Margaret Bell
Sara Benowitz
Cornelia D. Bloomer
William and Claire Bogaard
Bolton Foundation
Jeff T. Bornstein and Linda M. Rogers
Wayne Bottomley and Betsy Thorne
Kenneth M. Brady
Alexander Brooks and Carol Samek
Thomas and Nancy Buck
Roberta L. Burns
Cathay Bank Foundation
Robert and Elene Chamberlain
Jennifer Chen
Ivan and Patricia Colburn
Kristin Creighton

SUPPORTER

Lorryn K. Abbott
George and Sara Abdo
Ebenezer and Grace Ajilore
Arden and Charleen Albee
Sam and Janette Alibrando
Samuel and Loren Alison
Emily Allen
Wil Anabel and Elizabeth Hall
James Anderson
John F. Anthony
Avanti Italian Bistro & Bar
Edward Averi and June Casagrande
Bruce H. Babcock and Barbara L. Vang

Margaret E. Settle
Brett J. Sevilla, M.D., and Lourdes Nonato
Carl and Janet Siechert
Catherine L. Simms and Garrett Bell
Alan and Dottie Snitzer
Mark Spears and Lucinda Bailey
Stater Bros. Charities

John and Colleen Donovan
William M. Folkner
Bradford and Lisa Freer
Ali and Mary Ghassemi
Nancy E. Gibbs, M.D.
Michael and Camille Gillespie
Google Matching Gifts Program
Grace Episcopal Church
Stephen and Robin Gruber
Cristina Hernandez and Jeffrey Bernstein
Henrietta and Carl Herrmann Jr.
Joseph and Jeannette Herron
Ursula H. Hyman
Desarae Jones
Fuat and Janet Kavak
Chandra Kawewat
Peter J. King
Sharon and David Kirchheimer
Knox Presbyterian Church
Anthony Koerner, M.D.
Kai S. Lam and Bonnie J. Buratti
Gina and Steven Long
Earl and Rosina Maize
Barbara Masters and Marc Weiss

Nathan Sugimoto
Ronald Sumida
Symonds Foundation
Ian Thompson
David and Elizabeth Thompson
Brookes and Judy Treidler
United Way
Robert F. and Diana L. Walker

Lizabeth Maynard
John D. McClelland
Carol and Robert McCrary Jr.
Robert Miller and Edwina Y. Travis-Chin
Allan and Susan Mohrman
David and Suzanne Mok
Scott Monroe
Patrick and Toni Morrissey
Glenn Nelson
William and Laura Olhasso
Prashanth Pandian
Pasadena Tournament of Roses
Roger Patterson and Antoinette LeBel
Bruce Rauhe
Elisabeth A. Richter
Joseph Rohde and Melody Malmberg
Bonita Rosenstein
Charles and Kim Ruys de Perez
El Sayed and Ludina Sallam
San Marino Community Church
San Marino Congregational Church
Michael and Kelly Sanchez
Nancy L. Sarkisian

Stephen and Carina Walker
Arthur B. Walsh
Wescom WeCare Foundation
Michael White
Rebecca J. Winthrop
John and Lan Woo

Jack and Lacreata Scott
George and Carolyn Seitz
Alex and Karen Sessions
Lewis and Victoria Snow
Norman L. Stabeck
Joseph Stephens
Marian Stokes
Charles and Octavia Thuss
TJX Foundation
Jason and Megan Torrey-Payne
Kevin J. Trieber and Holly Hernandez
Eugene Tsai, M.D., and Julie Wong
Tsan Tsung Memorial Foundation
Heath and Emily Vicente
Vroman’s Bookstore
Deborah and Leonard Walcott Jr.
Ricki D. Weinberger and Alan Willson
Westmount Asset Management
Ronald and Roberta White
Peter and Linda Wilson
David Wiseman
Gerald D. Woods, D.D.S.

Laurie A. Brand
Z. Clark Branson
Ralph Brebehorst
Jack and Gretchen Brickson
Robert and Diane Bridges
Charles W. Briggs and Alice F. Holzman
John and Louise Brinsley
Alan M. Brothers
Randy D. Brown
Theodore and Kim Budge
Dianne and Richard Bukata
2019 / 2020 Annual Report

SUPPORTER (CONTINUED...)

Michael A. and Susan B. Burke
Barbara A. Burke
Joseph F. Butler and Miriam L. Butler
Bernard H. Butler
Martha and Daniel Callaghan Jr.
Philip and Judith Callahan
Calvary Presbyterian Church
Mary C. Carey
Carrie Mehdi Foundation
Robert and Susan Cave
Center For Survivor Agency and Justice
Tony Chahine O.D.
Stephen and Susan Chandler
Calum Chisholm
William and Jeanette Chow
City of Bradbury
Louise Clark
Susan D. Clines and Charles Dillingham
Michael and Hannah Coan
Walter and Suzanne Cochran-Bond
Marshall and Shirley Cohen
James and Nancy Collins
Edward and Susan Colton
Susan L. Coltrin
Matthew and Jill Colwell
Don and Marilyn Conlan
Michele S. Conn
Andrea Connell
Ralph and Shirley Contreras
Rocio Contreras-Regalado
Pete Cooke
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