



## Dear Friends,

It is hard to believe that it has been a full year since the pandemic drastically changed our lives. Masks, distancing, handwashing, not seeing friends or family, no hugs - and tragically, over 540,000 people lost to COVID in our country.

But at Union Station, our work has not stopped. Homelessness hasn't paused during this time and we have been called to continue serving our unhoused neighbors. We haven't asked, "When will this end," but rather, "How can we keep going no matter the obstacle?" And not only have we kept going - but we have also met the need by launching new, exciting initiatives and projects to best serve our clients.

At our two *Project Roomkey* hotels in Monterey Park, we helped more than 200 households find safety and solace. We are now turning our efforts to *Recovery Rehousing* efforts and have permanently housed 43 households exiting *Project Roomkey* sites. We continue our work to find housing for remaining hotel residents.

In March, we launched two new housing sites with over 100 interim housing units in El Sereno as part of *Project Homekey*. We are proud to partner with non-profit affordable housing developer, National Community Renaissance, and with the offices of Councilmember Kevin De Leon, in this effort to bring critically needed housing units to the area. Our staff will provide onsite supportive services to residents. In 2024, the units will convert from interim to permanent housing.

We continue to work with cities throughout the San Gabriel Valley to end homelessness. In addition to our existing array of services, we have recently expanded our hospital and domestic violence liaison work as well as our partnerships with the criminal justice sector, to improve service to those with trauma, mental health and substance use issues.

We are busy - and profoundly honored and privileged to work with great partners. We are grateful to have the support of our communities, and to have a staff that will not quit as long as our neighbors are experiencing homelessness.

Thank you for your support during these trying times, and we hope you will continue to support us as we continue the vital work we do.

Sincerely,

*Anne Miskey*  
Anne Miskey  
Chief Executive Officer



Anne Miskey, Chief Executive Officer

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REBUILD THEIR LIVES  
AND END HOMELESSNESS

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# CELEBRATING OUR STAFF

## Embodying Our Core Values

Our staff go above-and-beyond to address the growing and changing needs of our clients. We are pleased to honor eight staff members who exemplified our core values this year. Please join us in celebrating their dedication and commitment:



Accountability – Nancy Pinones



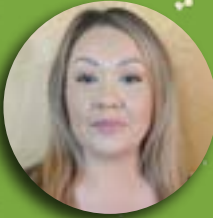
Community – Shawn Morrissey



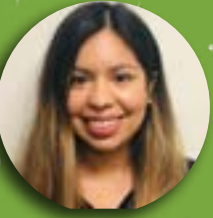
Courage – Lorena Ruiz



(New) Covid Warrior – Calvin Hayes



Excellence – Nicole Flores



Justice – Judith Ochoa



Resilience – Adam Kaplan



Respect – Sean Davis

## Reann Gonzales: Community Impact Award



As a part of the Los Angeles Business Journal Diversity and Inclusion Awards, Reann Gonzales is a 2021 nominee for the Community Impact Award. This award recognizes an individual who encourages and assists employees to get involved in diversity and inclusion initiatives in the communities that they work and serve.

Reann is being recognized for her untiring work over the last year encouraging and mentoring the Chairs and Co-Chairs of our seven Diversity Networks to find creative ways to share, educate and celebrate the diversity that makes us uniquely USHS.

She serves as Union Station’s Executive Assistant to CEO & Board Liaison, Chair of the Innovation & Excellence Steering Committee and Sponsor of the USHS Diversity Network.

## Board Retreat 2021: Moving Through the System

Our annual Board Retreat in February helped our board members gain a deeper understanding of the homeless services sector from the user perspective. The big questions of the day centered on: how do people who have lost their housing access the system? Once they are in the system, how do they navigate it? How do they secure and maintain housing? What challenges do they face along the way? Insights from the day will help Board members better guide the organization in our quest to end homelessness.

## Board Spotlight: Katharine Harrington

Welcome to our Newest Board member, Katharine Harrington, Ph.D. Professor of Clinical Management and Organization, USC, Marshall School of Business. You can see our full Board of Directors at [unionstationhs.org/board](https://unionstationhs.org/board)

# SAVE THE DATES FOR SPRING’S VIRTUAL EVENTS

## Changing the Narrative: Broken Systems, Not Broken People

April 29, 2021 | 5:30-7:00 PM | Zoom and Facebook Live

In order to end the homeless crisis, we must recognize that our systems have failed people, and we must work upstream to initiate change. Join this dynamic, change-making conversation to hear from:



Nan Roman  
President and CEO of the National Alliance to End Homelessness



Chris Ko  
Vice President of Impact & Strategy at United Way of Greater LA



Anne Miskey  
CEO of Union Station Homeless Services

Register at [unionstationhs.org/CNS4](https://unionstationhs.org/CNS4) and

#ICYMI: Watch past episodes of Changing the Narrative Series at [unionstationhs.org/changing-the-narrative-series/](https://unionstationhs.org/changing-the-narrative-series/)

## Cook for a Cause with the Gourmandise School

May 12, 2021 | 6:00-8:00 PM | Live Instruction via Zoom

Sharpen your chef’s knife and don your apron for an evening of cooking and community on May 12th! The Gourmandise School will teach an intimate cooking class where guests will learn how to make gnocchi, salad and dessert at home. Union Station staff will also share highlights and updates about the agency. Space is limited, so reserve your spot today at: [unionstationhs.org/CookforaCause](https://unionstationhs.org/CookforaCause)



## Leadership Circle Virtual Bus Tour

We organized an incredible virtual bus tour, where our most special donors had the chance to “visit” several of our programs, meet some of our amazing staff and clients, and learn more about our outreach, housing, and community integration programs. We made stops along the way to learn how our outreach teams meet and provide services for our unhoused neighbors where they are and help them integrate back into the community as neighbors. Hop on the bus and experience the tour at [unionstationhs.org/bustour](https://unionstationhs.org/bustour)



## Advocating For Change

Union Station Homeless Services is diving deep into the world of political advocacy and asking you to join us. Our Advocacy team reaches out to elected officials and community stakeholders and has challenging conversations about our broken social systems and proven solutions to end homelessness. Our agency is on a mission to not only change hearts and minds, but to pass legislation.

We currently have our eye on the California State Legislature, specifically Assembly Bill 71, which will create the first permanent source of funding to address homelessness in the state. Learn more about AB 71 at [unionstationhs.org/AB71](https://unionstationhs.org/AB71) and reach out to your state representative and share your support. Find your state representative at [findyourrep.legislature.ca.gov/](https://findyourrep.legislature.ca.gov/)





# YOU CAN BE #PARTOFTHE SOLUTION

## BOARD OF DIRECTORS

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Eric "Tony" Gronroos — *Treasurer*  
Jesse Torres — *Secretary*

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Lisa Smith  
Pam Wald  
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## EXECUTIVE STAFF

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Shawn Morrissey, *Sr. Director of Advocacy &  
Community Engagement*

## NEWSLETTER

Anne Miskey  
Dana Bean  
Sevag Abajian  
Calvin Chan  
Christian Delgado  
Christina Herman  
Pamela Davis Kuhr  
Brenda Lynch  
Cathy Medina



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## Meeting the Need. Meeting the Moment.

Read about all our work in the 2019/2020 Annual Report.  
**Now available at [unionstationhs.org/news/publications](http://unionstationhs.org/news/publications)**



## You Can Leave A Legacy



Homelessness isn't an easy problem to solve, but your gifts build solutions...today and for the future. You don't have to have extraordinary wealth to make a planned gift. Even a small amount can have a big impact over time and help us continue our life-saving work for years to come.

### Did you know that you can leave a gift to your family AND support your favorite charities?

Most people think they have to choose--but you can do both, and some charitable gifts may actually save your family money by decreasing estate taxes. **To learn more, visit [unionstationhs.org/help/donate/planned-giving](http://unionstationhs.org/help/donate/planned-giving)**

## Sustaining Neighbors: Rebuilding Lives Year

Individuals or families can experience homelessness at any point in their lives. And with Union Station's breadth of life-saving services, such as housing, employment, outreach, and community integration, there is a constant, year-round need to help rebuild lives.



The easiest way to be part of the solution throughout the year is by joining the Sustaining Neighbors monthly giving society.

How can your Sustaining Neighbor gift make an impact?

- \$5 a month can provide clothing essentials for one person
- \$10 a month can support career development services for a formerly homeless job-seeker
- \$20 a month can gift new bedding and toiletries to someone moving into an apartment
- Any other amount makes you part of the solution!

**To become a Sustaining Neighbor and support Union Station Homeless Services year-round, visit [unionstationhs.org/sustaining\\_neighbors](http://unionstationhs.org/sustaining_neighbors)**