

2021 -2022



ANNUAL REPORT

UNION STATION
HOMELESS SERVICES
#BeTheSolution



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Celebrating 50 Years

Since 1973, Union Station has helped our most vulnerable community members rebuild their lives and end homelessness. The vision expressed by the community volunteers who founded our agency still rings true today: everyone deserves a life of dignity and a place to call home. During our 50th anniversary year, we are celebrating those who have helped us house thousands of our neighbors. Guided by the insights of those with lived experience and the principles of social justice and racial equity, we are working towards creating a society that values all people.



Our History

Union Station Homeless Services started out simply – a storefront that welcomed people who were living on the streets, offered them a cup of coffee and a place to sit out of the heat or the cold. Quickly realizing that this was not enough – that we needed to do more – Union Station moved to providing meals and shelter for those experiencing homelessness.

It was during these years that our community really stepped up. Local individuals and businesses supported our work through financial donations and many hours of volunteer service. We are thrilled that many of these same people, who were with us from the beginning, are still part of our Union Station Homeless Services' family and continue to support us in many, many ways. As well, each year we see new people – students to seniors – become volunteers and supporters. We remain a treasured and highly regarded local non-profit.

In the early 2000's the sector as a whole – and Union Station – began to realize that we all needed to do more than simply provide temporary shelter and meals for people. We needed to help people regain housing, stability – and hope. A new model started, called “Housing First” that recognized that for people to be successful in life, and to end homelessness, everyone needed a home – a safe place of their own. With this foundation of housing, and with intensive services that supported people with whatever needs they had, we started to see people permanently and successfully housed and on a path of reintegration into community.

Housing First has been and continues to be a very successful model. We have over a 97% retention rate – when people are housed, they stay housed!

LETTER FROM OUR BOARD CHAIR

Dear Friends,

For half a century, Union Station Homeless Services, an organization established by the community to serve the community, has been focused on helping individuals reclaim their dignity and find a pathway towards personal wellbeing. In the early days of our existence, Union Station was focused on the delivery of emergency and immediate relief – a warm meal, a bed for the night, a cup of coffee and a kind conversation. Fifty years later, while our work has taken on greater scale and scope in the form of building permanent supportive housing or acting as administrative lead for homelessness response and mitigation activities for San Gabriel Valley, we remain a beacon of hope and relief for our most vulnerable community members – and yes, food, shelter and empathy are still at our core.

Over the past five decades, as our work and scope has evolved, so has public awareness and sentiment on homelessness. As an organization, we face new opportunities and challenges to our work to end homelessness. On the positive, there has been an incredible amount of attention and federal funding in the past few years on our work, but, on the negative, we have observed a rising resistance to common sense solutions such as the building of affordable and permanent housing solutions and an increasingly prevalent view that those experiencing homelessness are somehow separate or “other” from our community. In many ways, the problematic phrase “help out, not hand out” has transitioned to an even worse “hand off, hide away” sentiment.

The board of directors of Union Station Homeless Services is proud to be of service to an organization that is unflinching in its mission to end homelessness through housing solutions, supportive services, connection to community and advocacy for equitable and just systems that ensure all individuals and families will have a safe place they can call home. Thanks to the hard work of our staff, volunteers, and community supporters, we have achieved tremendous results that have benefited our community and those we serve – and few accomplishments are more important than the 97% success rate of our clients who have been housed and have not returned to homelessness.

In 2023, we invite you to renew your support for Union Station and to leverage our 50th anniversary events and activities to recommit yourself and your neighbors to our collective mission. Our work is only possible with your participation, your generosity, and a shared vision of a future where everyone has the dignity of a place to call home.

Kind regards,

Jesse Torres
Union Station Homeless Services Board Chair



Jesse Torres
Union Station Homeless Services
Board Chair

LETTER FROM OUR PRESIDENT & CEO

Dear Friends,

At Union Station Homeless Services, we believe in the humanity and dignity of every individual. We recognize that people have histories of trauma, they suffer from health issues, from lack of education and good paying jobs. We know that many people have had life experiences that have sent them into homelessness and that our systems often fail people and that makes it hard for them to return to stability.

But if there is one thing that we hold true at Union Station Homeless Services' it is that there is hope – and we do not give up. We do not give up on individuals or families, no matter what their circumstance or their barriers. We believe that every person is deserving of a home and a community that embraces them, supports them, and helps them be the best they can be. The work is difficult. We face many barriers – systems that work against us, misconceptions and myths about people who experience homelessness, and communities that simply want to wipe the problem from their community. But we also know that there are many people who really do want to help our unhoused neighbors by helping us every day with our life-affirming work.

Thank you to all of you who continue to support us with your time, your talent and your treasure. Without you we would not have been able to keep going for 50 years. There is more to do however – so much more – and we hope all of you will continue the journey with us. Together we have permanently housed thousands of people in our communities regain stability and hope and together, we can continue to do more.

Let us keep bringing our neighbors home.

Sincerely,
Anne Miskey
President and CEO



Anne Miskey
Union Station Homeless Services
President & CEO

ELENA | EAGLE ROCK TINY VILLAGE RESIDENT

Elena lived in a wonderful home with her sister and their dogs. Unfortunately, after the death of her sister in 2008, Elena struggled to keep up on the payments. She wasn't making a lot at her part time job. When she was laid off from her job, her home was foreclosed on. Then life hit her hard again. She sustained two serious falls while walking her dog that required hospitalization. The hospital bills combined with her loss of wages from her job that made it even harder to pay bills.



Eventually, she and her dog Brownie, a Shih Tzu mix, had to live out of her Kia Rio car. To protect herself and her dog, Elena worked the night shift, searching for places to park during the day to sleep. The best places were where she was in public view for safety but in enough shade that when people walked by, they wouldn't see her hiding under her black coat.

Today, Elena lives in our Tiny Village in Eagle Rock. She has made friends with other dog lovers at the site. They have created a community together, feeding and walking each other's dogs. In this safe community, Elena is working with Union Station to create a plan and start thinking about her path back to having her own apartment again.

“I can now move forward and find a solution. I can figure this out.”

EXPERIENCING HOMELESSNESS

OUR MISSION

Union Station Homeless Services recognizes the **inherent value, dignity, and humanity of the people we serve**. Together, with them, we work to end homelessness through **housing solutions, supportive services, and connection to community**. We advocate for equitable and just systems that ensure all individuals and families will have a safe place they can call home.

OUR VISION

We envision a future where ALL people are valued and able to thrive in home and community.



69,144 people
in LA County



4,661 people
in San Gabriel Valley (SPA 3)



512 people
in Pasadena

Data reflects the 2022 LAHSA LA County Homeless Count from and 2022 Pasadena Homeless Count

CAUSES OF HOMELESSNESS



Lack of Affordable Housing



Poverty / Income Instability



Structural & System Racism



Stagnant Wages & Rising Cost of Living



Bureaucracy & Obstacles

FACTORS THAT MAKE INDIVIDUALS MORE VULNERABLE TO HOMELESSNESS



Physical & Mental Health



Addiction



Domestic Violence



Trauma

OUR REACH

MAP KEY

Offices

- 1 Altadena
- 2 Irwindale
- 3 Pasadena (Main Admin)
- 4 Pomona

Interim Housing Sites

- 5 Adult Center (Pasadena)
- 6 Family Center (Pasadena)
- 7 Project Homekey (El Sereno)
- 8 Project Homekey (El Monte)
- 9 Tiny Village (Eagle Rock)

Housing

- 10 Centennial Place (Pasadena) - Project Based PSH
- 11 Euclid Villa (Pasadena) - Project Based PSH
- 12 Marv's Place (Pasadena) - Project Based PSH
- Scattered Site PH & PSH - SPA 3
- Rapid Rehousing/Time Limited Subsidy - SPA 3

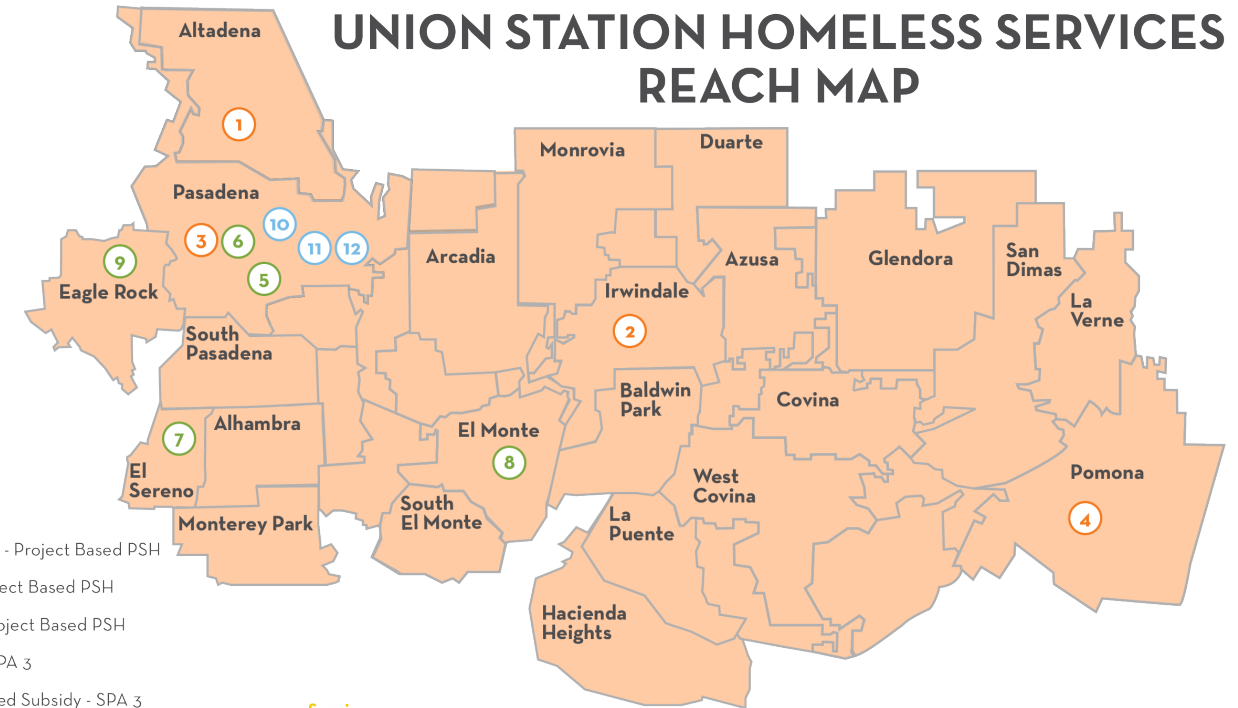
*PH - Permanent Housing: time limited or long-term rental subsidy with time-limited supportive services

*PSH - Permanent Supportive Housing: long-term subsidy (project-based or scattered site) with ongoing supportive services

Services

- CES (Adults & Families) - SPA 3
- Outreach (Adults) - SPA 3
- Interim Housing (Adults & Families) - SPA 3 & Eagle Rock and El Sereno
- Housing Navigation (Adults & Families) - SPA 3
- Housing Location (Adults & Families) - SPA 3 & LA County
- Permanent Housing (Adults & Families) - SPA 3 & LA County
- Permanent Supportive Housing (Adults & Families) - SPA 3 & LA County
- Prevention - SPA 3
- Problem Solving - SPA 3
- Community Integration (Sources & Community Allies) - SPA 3

UNION STATION HOMELESS SERVICES REACH MAP



OUR IMPACT

3,849
INDIVIDUALS
SERVED

853
PEOPLE
SHELTERED

605
PERMANENTLY
HOUSED

185
INDIVIDUALS
EMPLOYED

303,780
MEALS
SERVED

4,383
TOTAL
VOLUNTEERS

*This data reflects Fiscal Year 21-22

2021 - 2022 FINANCIALS

In the last fiscal year USHS revenue overall grew by 13%, among which Government revenue grew by 21% and Community support from Individuals, Foundations and businesses grew by 82%. We were able to expand our program services to new Interim housing Eagle Rock Tiny Homes and PHK location in El Monte, making Union Station more accessible to those seeking help and better positioned our staff to perform critical outreach services. We continued to provide services without interruption throughout the entire COVID-19 pandemic period, and took on new contracts and sites in order to assist our clients during this time of extreme need. We continued to ensure that during the last fiscal year at least 80% of our organization expenses were program-related, and were directly spent supporting our mission of rebuilding lives and ending homelessness.

Our Fiscal Year 2021-2022 audited financial statements are available upon request.

STATEMENT OF ACTIVITIES*

INCOME		
32%	Private Support	\$10,979,036
25%	Individuals	2,760,224
16%	Foundations	1,714,095
5%	Other Organizations	514,463
0%	Special Events	366,005
51%	Gifts-in-Kind	5,624,249
78%	Government Grant	\$26,715,744
-10%	Other Income ¹	\$(3,514,921)
Total Income		\$34,179,859
EXPENSES		
80%	Program Services	\$27,687,264
14%	Management and General	4,717,428
6%	Fundraising & Special Events	2,039,825
Total Expenses ²		\$34,444,517

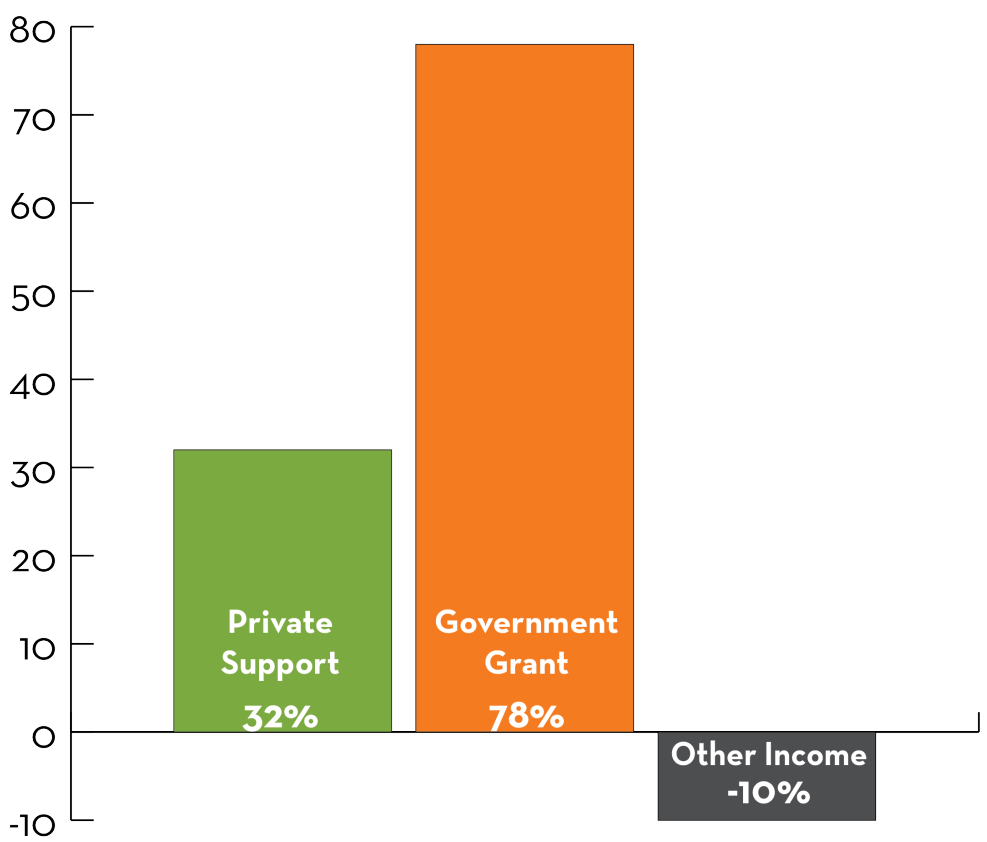
STATEMENT OF FINANCIAL POSITION ^{1*}			
ASSETS		2022	2021
Current Assets		\$28,469,662	\$25,941,561
Property / Equipment		6,227,791	6,487,713
Other Assets		3,089,222	3,707,127
Total Assets		\$37,786,675	\$36,136,401
LIABILITIES			
Current Liabilities		\$9,172,365	\$7,257,968
Long-term Liabilities		2,389,856	2,389,321
Total Liabilities		\$11,562,221	\$9,647,289
NET ASSETS			
Unrestricted		\$6,899,702	\$11,000,549
Board Restricted		2,282,629	2,742,188
Restricted		17,042,123	12,746,375
Total Net Assets		\$26,224,454	\$26,489,112
Total Liabilities & Net Assets		\$37,786,675	\$36,136,401

* Consolidated USHS + EV

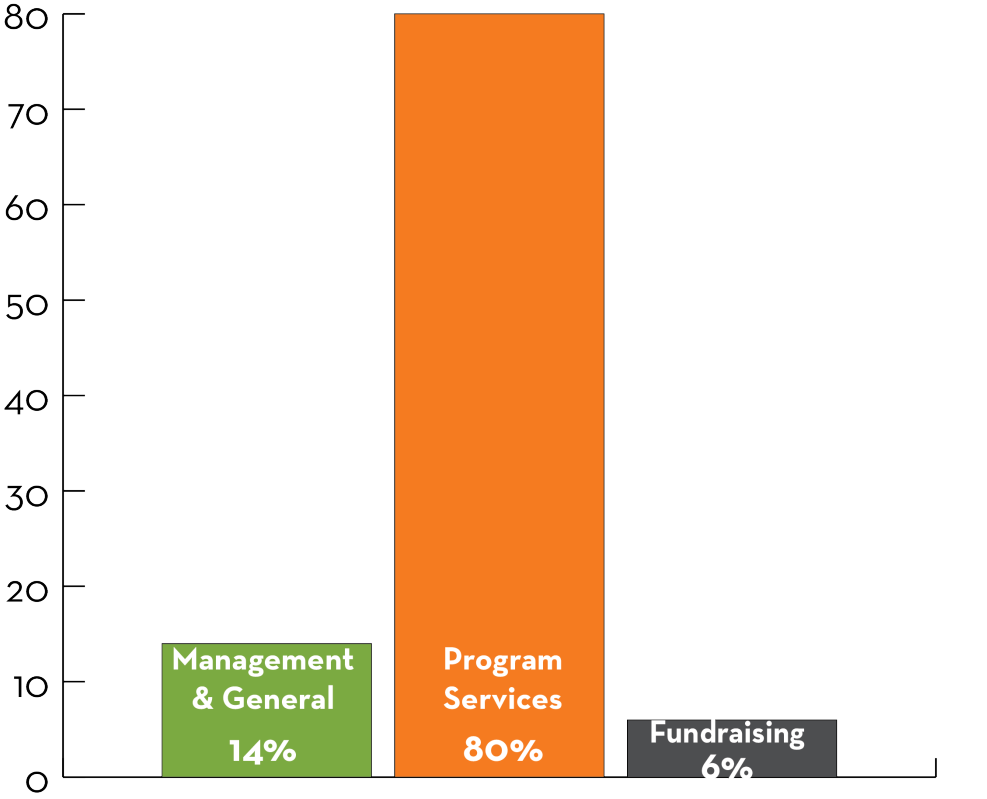
¹ Includes Realized and Unrealized Gains on Investments, Interest/ Dividend Income, Program Revenue, Other Contributions, and Miscellaneous Income

² Includes Depreciation Expense

INCOME



EXPENSES





LEGACY SOCIETY

Ruth E. Adame
Donald C. Adamson
Ronald and Marisol Aday
Lawanda R. Allee
Domenica M. Ashton
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Martin M. Veselich
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Robert Weiner

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Ruth B. Wilhelm
Dorothy Yarnall

LEADERSHIP CIRCLE

Being a member of the Union Station Leadership Circle indicates that you are among those who are committed to ending homelessness in the San Gabriel Valley and beyond. With every contribution, together we can make a significant impact in working with the most vulnerable members of our community as they rebuild their lives.

TRUSTEE

Avery Dennison
Ayrshire Foundation
Carl & Roberta Deutsch Foundation (Halo Awards)
Crawford Family Foundation
David E. Lister Charitable Remainder Trust
Day One Families Fund
Jordan Corngold and Susannah Blinkoff
Ralph M. Parsons Foundation
Robert and Kathleen Henderson
Schwab Charitable Fund
The Green Foundation
United Way of Greater Los Angeles

COMMUNITY PARTNER

Anonymous individual donors
Tom Boyle and Wendy Lees
California Community Foundation
Gordon and Dona Crawford
William B. Hale
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Off The Streets - Huntington Beach
Marion Rich
WHH Foundation

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Thai Trade Center Los
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The John and Katherine
Gurash Foundation

The Patron Saints
Foundation
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TJX Foundation
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Satsuki Nakao
Charitable Foundation
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Wells Fargo Foundation
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Henry and Cynthia Yost

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Richard W. Barry	MaryRose and Thomas Courtney	Stephen and Robin Gruber	Laura W. Kaplan	Anonymous	Kim and Meghan Snyder	Mr. Michael W. Werner	Matching Gifts
Beauty 21	Margaret T. Cunningham	John and Shirley Guldimmann	Steven and Julie Karic	John and Virginia Kimball	Peter M. Soelter and Cheri Strelow	Westminster Presbyterian Church - Mission	Mr. Michael W. Werner
Cosmetics, Inc.	Fabrizio d'Auria and Susan Paulsen-d'Auria	Janet and Edgar Davis	James A. Hall	Jocelyn G. Keene and Thomas Phillips	Edward J. Spear	Committee	Westridge School for Girls
Maggie Bell	M. Sanford and Roberta Davis	Susan Davis	Richard and Adrienne Hanna	David and Thomas Phillips	Mark Spears and Lucinda Bailey	Westminster Presbyterian Church - Mission	Mr. and Mrs. J. Patrick Whaley
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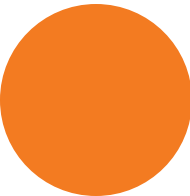
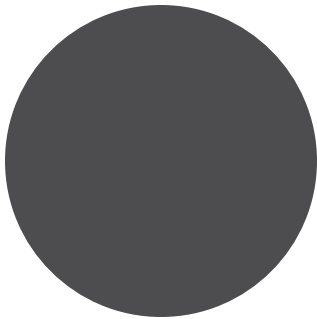
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