

Because  
**everyone**  
should have a home.



# Dear Friends,



It has been an exciting year of accomplishment for Abode Services. Despite the ongoing economic crisis, we made tremendous progress in 2010 toward ending homelessness in our community. Last year, Abode Services helped over 2,300 homeless people in Alameda and Santa Clara Counties (including 650 children). Here are just a few examples of our success:

- ◆ We have created 840 new homes since 2005, either by building new housing complexes, or by making existing apartments affordable through rental subsidies. This leaves us just 160 shy of our goal of 1,000 new homes by 2015.
- ◆ In fiscal year 2009–2010, we helped 498 people leave homelessness through the Homelessness Prevention and Rapid Re-housing Program (HPRP), a national HUD initiative. In a tremendous display of local support, a group of faith communities in our area sponsored the re-housing of 16 families, providing them with moving and deposit assistance.
- ◆ We continued to receive national recognition for efficient and effective management. Charity Navigator, the nation's largest charity rating agency, once again gave Abode Services its top 4-star rating for efficiency.

Abode Services has been able to help so many because of our commitment to using best practices to develop and implement our programs. In the coming year, we plan to work on several exciting new ventures that will significantly expand our efforts, including initiatives to provide housing and services for veterans and people with severe disabilities.

None of our programs would be possible without the generous support of people like you. Your commitment to ending homelessness in our community has already touched so many lives. As you read this report, we hope you find satisfaction and hope in the stories of individuals and families who are making the successful transition out of homelessness and into a new life. These are your successes, too.

Warm regards,

A handwritten signature in black ink that reads "Louis Chicoine".

Louis Chicoine  
Executive Director

A handwritten signature in black ink that reads "Douglas Ford".

Douglas Ford  
Board President

# Shelter and other emergency services

For 17 years, one of the first things people have seen as they enter Sunrise Village Emergency Shelter is the “Helping Hands” display above the front desk. In addition to giving the lobby a cheerful atmosphere, this artwork reminds all visitors of our organization’s primary purpose: to extend a hand to those in our community most in need of help, and to assist them in finding safety, stability — and a home.

In fiscal year 2009–2010, we continued to reach out to the people on the front lines of homelessness. Sunrise Village remains the cornerstone of our emergency services, offering homeless individuals and families shelter and meals for up to three months. In addition, our HOPE Project Mobile Health Clinic (a partnership with Tri-City Health Center and the cities of Fremont and Livermore) goes “where people are at,” providing crucial services to individuals who may have difficulties reaching a more traditional clinic.



Participants in both programs have access to our network of support services: what starts as the offer of a bed and a meal leads into case management, employment classes, and referrals to community resources. Sometimes, one helping hand is all someone needs to start the journey out of homelessness.



*In fiscal year 2009–2010, 353 people received shelter at Sunrise Village.*

*In that same year, 954 individuals were served by the HOPE Project Mobile Health Clinic. The HOPE Project is the only program in Alameda County that offers housing services through a mobile clinic (eligible HOPE clients can participate in Greater HOPE, a combination of housing and support services).*



# Housing

building community,  
building lives

No one in the Bay Area needs reminding that housing here is expensive. For a family struggling to get out of homelessness, finding affordable housing can be a huge obstacle. At Abode Services, we are working to increase the amount of affordable housing in our community on two fronts.

- **Building new homes:** Allied Housing, the housing development arm of Abode Services, continues its dedication to building supportive housing from the ground up. Our newest complex, Main Street Village, began construction in June 2010 in partnership with MidPen Housing Corporation. Move-in for the first group of residents is scheduled for August 2011. With 63 units available to homeless and low-income individuals and families, Main Street Village is our sixth and largest housing development to date.
- **Making existing homes affordable:** Abode Services continues to practice “scattered-site housing:” paying down the rent of existing apartments in the community in order to make them affordable for families and individuals who are homeless or at risk. This year saw an expansion of our re-housing efforts, thanks to the Homelessness Prevention and Rapid Re-housing Program (HPRP), a nationwide initiative administered by HUD. As the Rapid Re-Housing provider for all of Alameda County, we collaborate with neighboring cities to help provide people with “bridge” assistance (such as deposits or short-term rental help), bringing a stable home within their reach. In this program alone, we re-housed 498 people (including 208 children) in the 2009–2010 fiscal year.

*Barbara was the third person to move into the Rotary Bridgeway Apartments in Fremont. Today, she’s studying sociology and taking classes in business administration. “I like working with people,” she says. “I want to help people out, help them feel better about themselves. When you have a nice place to live, you feel better about yourself, you know?”*



# Support Services

helping people  
stay in their homes



Breaking the cycle of homelessness requires more than offering people temporary shelter or affordable housing. In order to help the participants in our programs remain housed over the long term, we support them in gaining the tools they need to live as independently as possible.

The people who use our services are often struggling with issues that can present additional barriers to remaining housed. Some have mental or physical disabilities or a diagnosis of HIV/AIDS; others have recently aged out of the foster care system, or are raising a child as a single parent.

Regardless of what challenges they face, these participants all know that their Abode Services case manager is there to help and support them. From providing advice on money management, to helping them identify and apply for other community services, to just paying a visit to see how they're doing, case managers help residents build the skills they need to face the future with confidence.



*In fiscal year 2009–2010, approximately 185 children and 133 families participated in Abode Services' Children's Program. This program supports homeless and formerly homeless children and their parents, helping build strong family units in the wake of crisis.*

*In partnership with Alameda County Social Services, the CalWORKs program we operate for the southern and eastern parts of the county served over 280 people, offering employability workshops and assistance with work experience and community service placements.*

*The supportive housing/Housing First model (offering housing in combination with support services) is widely regarded as one of the most effective ways to address the causes of homelessness.*

*"I'm not in a shelter no more — I'm doing good! I'm a happy person."*



# Volunteers

a little help  
goes a long way



Homelessness is a problem that affects everyone in our community — and for as long as Abode Services has existed, members of that community have stepped forward to help us work toward a solution.

This year, we continued to be moved by and grateful for the time, talent, and commitment to ending homelessness that our volunteers and community supporters display every day. An hour here or there preparing a meal or tutoring a child may seem like a small thing — but it can make a huge difference in the lives of the participants in our programs.



*In 2009–2010, volunteers donated 17,835 hours at Abode Services programs. These included:*

*38,545 meals served at Sunrise Village Emergency Shelter*

*170 hours of tutoring offered to children in the Children's Program*

*21 years: the amount of time that our longest serving volunteer, Joan Dible, has been with Abode Services*

*"It is a joy to volunteer at Abode Services. All the staff are so supportive and appreciative, and the residents are grateful for the volunteers. I always leave Sunrise Village with a smile on my face."*

— Karen Fokken,  
Abode Services  
Volunteer

# From Our Friends

## in-kind donations

In-kind donations from our supporters — ranging from cereal and fruit to serve for breakfast at the emergency shelter, to bandages for the mobile health clinic, to BART and bus tickets that allow residents to attend job interviews — help us keep our programs running.

Our community has always been extremely generous in response to requests posted in our online “wish list.” This year was no different: more than 400 people dropped off donations of food, new clothing, toys, and other goods for our participants to use. We appreciate all in-kind gifts and the generous spirit that they demonstrate.



*Here are just a few examples of the in-kind gifts that our supporters provided during the 2009–2010 year:*

*Weekly donations of milk and butter*

*Hand-knitted scarves and baby clothes*

*Thanksgiving turkeys*

*Toothbrushes and toothpaste*

*School supplies*

*Gift cards to Target, Safeway, and other stores*



*“By partnering with Abode Services, we are able to do more than just write checks — we can donate our time and energies by providing hands-on help. That keeps us connected with the community.”*

— Mike and Audrey Kearns  
Fremont Warm Springs Sunrise Rotary



# Looking Back and looking forward

## MAKING EVERY DOLLAR COUNT

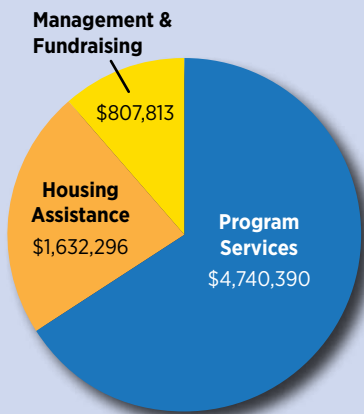
In the 2009–2010 fiscal year, the economic downturn continued to have a disproportionate effect on the most vulnerable in our community. As the need grew, our commitment to making the most out of every dollar in our budget remained stronger than ever.



In recognition of our operational efficiency, non-profit watchdog Charity Navigator awarded Abode Services our sixth consecutive four-star rating (out of four). This rating places us in the top 4% of rated non-profits in the country when it comes to spending money where it will do the most good.

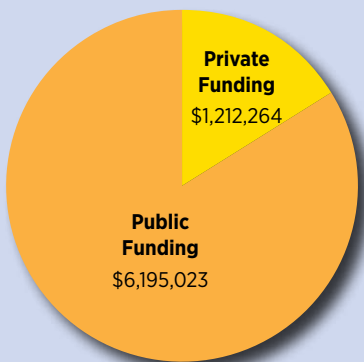
## EXPENSES

FY July 1, 2009 – June 30, 2010



## REVENUE

FY July 1, 2009 – June 30, 2010



## A VISION FOR TOMORROW

In the two decades since our organization was founded, Abode Services has changed and grown in response to the evolving needs of the homeless population in our community. Today, we continue to evaluate and plan our programs, not only in light of present needs, but with a focus on building capacity to address future demand for services.

Our goals for the next several years include:

- **More New Homes:** In 2005, our Board of Directors set a 10-year milestone of re-housing 1,000 families. We're over 80% complete, and already considering our next housing target.
- **Less Time Homeless:** Through our rapid re-housing programs, we've helped individuals and families reduce the time they spend homeless. In the coming years, we'll continue working to help people get off the streets and into a home as soon as possible.
- **Extending Our Reach:** Abode Services will work to develop programs and resources for underserved groups, including homeless veterans and their families and the chronically homeless.

# Our Donors

Thank you to all who supported Abode Services and Allied Housing in the July 1, 2009–June 30, 2010 fiscal year. Your gifts enable us to continue and expand upon our work to end homelessness in our community.

## HOME BUILDERS SOCIETY

The Home Builders Society consists of people who have committed to giving substantial gifts (at least \$1,000 each year) for a period of five or more years. We greatly appreciate their generosity and commitment to finding long-term solutions to the problem of homelessness.

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Catholic Daughters of America	Holy Trinity Lutheran Church	(formerly Thornton Avenue Baptist Church)	St. Vincent de Paul Society (St. Joseph's Church)
Chinese Catholic Group of St. Joseph Church	Italian Catholic Federation St. Francis of Assisi BR 215	Sisters of the Holy Family	The United Methodist Women
Community of Christ	Mission Springs Community Church	St. Anne's Episcopal Church	Unity of Fremont
Crossroads Church	Niles Congregational Church	St. James' Episcopal Church	Wat Buddhansorn Buddhist Temple
Dominican Sisters			

*Please accept our apologies for any errors or omissions and advise Carol Arata, Director of Development, of any corrections at (510) 657-7409 ext. 203 or carata@abodeservices.org.*

*"In their darkest hour, Abode Services gives people a ray of light to smile under."*

— Corey Carter  
Abode Services Volunteer



#### ABODE SERVICES MANAGEMENT STAFF

Louis Chicoine, Executive Director  
Gay McDaniel, Chief Operations Officer  
Jose Sanchez, Chief Financial Officer

Vivian Wan, Director of Housing  
Pam Odendahl-Quant, Clinical Director  
Jean Morgan, Community Outreach Director

Carol Arata, Director of Development

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Teresa Yin Wong



*Because everyone  
should have a home.*

Abode Services believes everyone should have a home.  
Every day we provide housing and services to homeless people  
in our community while working to end the cycle of homelessness.

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*All photos (except Helping Hands photo on page 1) by Alain McLaughlin.*