

Making a Difference



Sacramento Self-Help Housing, Inc.
Annual Report 2016

Our Mission

Founded in 2000, Sacramento Self-Help Housing (SSHH) helps people who are homeless, or at risk of becoming homeless, to find and retain stable and affordable housing.

We effectively eliminate homelessness with our innovative “housing first” model. Whatever financial, social, or medical problems someone may have, getting them housed first makes dealing with the other issues easier and increases their chances of long-term success.

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From the Executive Director

While we change lives for the better every day, there are two especially exciting things we do at Sacramento Self-Help Housing: 1) We move people into a home as soon as we can, and 2) We provide homes where people share and develop community.

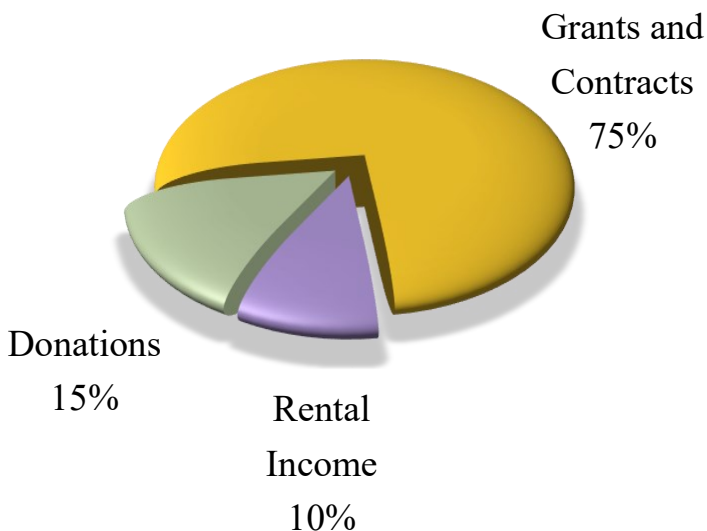
“Housing First” describes how we effectively move people in off the streets when they still have a lot of problems, and this requires intensive work from our staff. “Master Leasing” describes how we lease the homes, and then sub-lease rooms to each of our clients. Our experience shows that it is often helpful to have the support of other people in similar circumstances, and so sharing a home usually facilitates the development of community, while reducing isolation.

I’m excited to share we leased 15 additional homes in 2016 for people coming in off the streets. This brings our total to 48 homes! **Thank you** to our dedicated donors, government funders, and staff who made a dramatic difference.

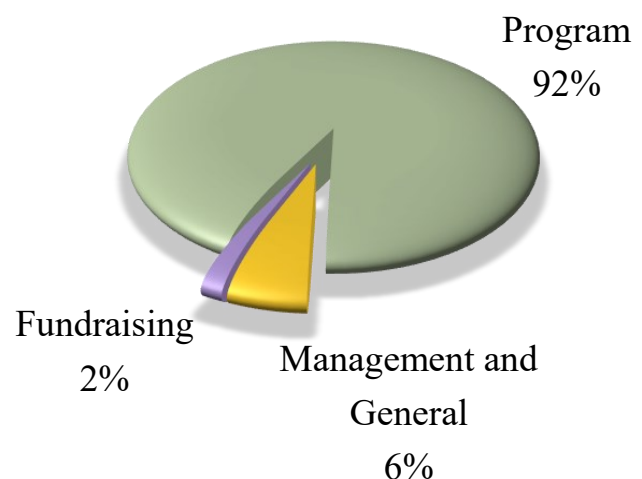
John Foley, Executive Director

Financial Information 2016

Total Income \$2,897,691



Total Expenses \$2,759,918



Housing Services

People who are homeless, or who are scared of losing their homes, find our dedicated housing counselors to be great advocates.

Our counselors are experts in the local housing market. They educate our clients on the application process, and provide interview tips and referrals.

In 2016, we expanded our counseling to two additional sites: Birth and Beyond, and Mutual Assistance Network. We now offer housing counseling in 10 sites, to better meet the needs of our community.

In addition, last August we expanded our Citrus Heights Navigator program to offer full-time assistance. Our navigator helps homeless people to find permanent homes by tackling barriers to safe and stable housing.

To make an appointment with a housing counselor, call the SSHH main office at (916) 341-0593 and ask for a housing counselor.

- 1,224 people received help from our housing counselors.
- 836 of these found permanent housing.
- 10 locations throughout the Sacramento area provided housing counseling.

To better serve our clients, we reconstructed our **housing database** in 2016. Not only is it easier to use, but it is more complete. Since the overhaul, we have added: 278 apartment complexes, 35 shared-housing listings, and 76 senior-housing options. Yes!

Renters Helpline

SSHH offers the helpline as a reliable resource for information when tenants experience a housing crisis or dispute.

“I am very pleased with the service I received from the Renters Helpline. The staff was very helpful, detailed, and responsive, and explained everything I needed to know in detail.”

*Rebecca**

**Name changed for confidentiality.*



When tenants call for help, they speak with Olga Tulaydan or Jessica Whitley. Our superstar duo educates them on their rights.

Fair Housing Case Settled

Many of the callers to our Renters Helpline are experiencing housing discrimination. We identify potential cases and refer them to Project Sentinel.

In 2016, a case was settled in favor of two tenants that we initially helped in 2014. They had complained to our Renters Helpline that their apartment manager had overly restrictive rules that kept children from playing outside. Eventually, the manager terminated their leases.

We referred the case to Project Sentinel, who tried mediation. The tenants filed suit after exhausting all other means of resolution. The housing provider settled for \$444,000, a promise to rescind discriminatory policies, and an agreement to attend annual fair-housing trainings.

- **8,286** intakes were completed by the Renters Helpline (a 90% increase from 2015).
- We helped more than **5,400** of these families to maintain their housing.
- We helped more than **2,700** families to relocate.
- We referred **543** of the callers to Project Sentinel as potential fair-housing cases.

Interim Housing

“I am so happy and so thankful for this opportunity. . .
I’m finally able to take a shower tonight!
You can do lots of things with your life. Whatever you do,
Do it to the best of your ability.”

Resident of SSHH Elk Grove Transitional Program

Our clients in Interim Housing arrive directly from the streets. Imagine their joy and gratitude as they go from sleeping on a sidewalk, to sleeping in a warm bed.

They come to us with little income, poor health, and a deep feeling of exhaustion. These clients are ready to begin to heal. They need a safe space to begin the work of solving the problems of their lives.

SSHH provides 16 houses that offer more than just a bed and hot shower. We also provide case management and housing-location services.

We collaborate with other organizations to achieve this success. Together, we are changing the lives of the individuals and families we serve.

- 376 people received three to six months of shelter, case management, and housing-location services.
- More than 140 of these went on to permanent housing.
- 16 homes throughout the area provide short-term housing for our most desperate clients.

Permanent Supportive Housing

To transform the lives of those who are chronically homeless and disabled, we provide Permanent Supportive Housing. We developed this housing program to meet the needs of the most vulnerable people coming from the streets and emergency shelters. In partnership with Sacramento Steps Forward, we eliminate the barriers to housing that keep these individuals on the streets. They connect to mainstream services, and work to better their lives.

We established a shared-housing model in response to the great need for safe and stable housing in our region. Using the model of leasing a home and sub-leasing to the tenants, we provide bedrooms to residents who benefit from low rent as well as a close-knit community.

Property owners are in a unique position to help the homeless. Bruce Morse and his wife Mari Erlandson partner with SSHH. They rent four homes to us, so that we can sublet rooms to the most desperate people living on the streets.



- We housed **109** chronically homeless and disabled people
- 13 of them went on to their own independent, permanent homes.
- We launched *New Community*, an exciting project offering **60** additional beds.

Bruce says, “I know that providing housing to people in need is a difficult, but essential proposition. As they say, ‘human need is infinite,’ but I think the Self-Help Housing model is doing some good along the way.”

Our residents enjoy friendship and connection, as well as the comfort and safety of a permanent home.



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Homeless Assistance Resource Teams (HARTs)

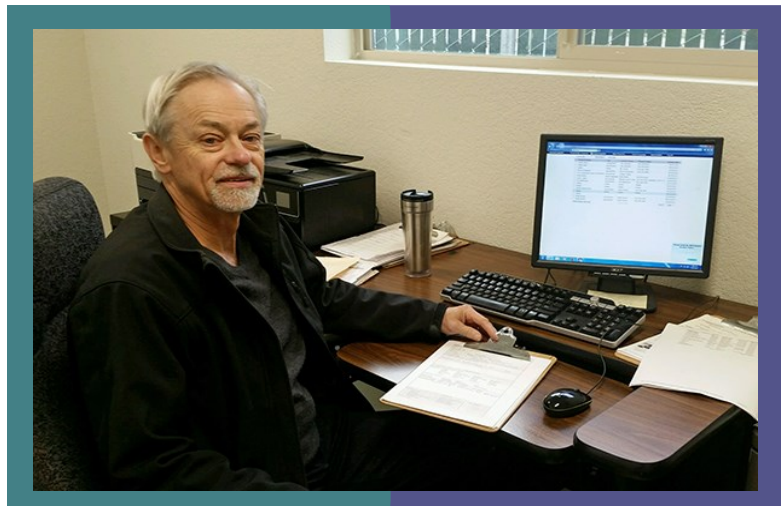
HARTs are innovative volunteer organizations that Sacramento Self-Help Housing promotes and assists to help end homelessness. In 2016, we launched a new HART in Carmichael, bringing the total to four.

- **Elk Grove HART** - The oldest HART, averaged 12 guests each night at their winter shelter.
- **Rancho Cordova HART** - Provided winter shelter for up to 30 individuals each night.
- **Citrus Heights HART** - Served more than 100 homeless vets in a successful “Stand Down” resource fair. They also held their first winter shelter, hosting up to 20 guests each night.
- **Carmichael HART** - The newest HART, assisted both Citrus Heights HART and downtown Sacramento with their winter shelters.

Volunteers

Our volunteers make a dramatic difference in the lives of the homeless, and we are so grateful! In 2016, more than 1,700 volunteers helped with:

- Housing Counseling
- Winter Shelters
- Veteran’s Stand Down Event
- Our Main Office



We rely on our office volunteers like James Burger to maximize our efforts for the homeless.

Thank you to our motivated volunteers who brought together public and private resources to transform lives!

Interested in volunteering? Contact Ken Bennett at (916) 341-0593, ext. 227.