

# 2024 Impact Summary

**Our mission is to help people experiencing or at risk of homelessness move towards self-sufficiency and find a safe home in our community.** Our core values of Dignity, Privacy, Collaboration and Persistence lead to Empowerment.

## 2024: A Year of Growth and Impact

Our volunteer-driven team achieved record-breaking results, helping more new clients than ever (**595**), and nearly doubling housing placements (**69**), compared to 2023!

### Key milestones:

- Inaugurating our first Lived Experience Advisory Board<sup>1</sup>, consisting of current and former clients who were empowered to advocate for others while helping us enhance our services.
- Mentoring over 40 clients in job searches.
- Piloting our first Customer Service Trainings.
- Launching a Self-Sufficiency Program<sup>2</sup> that is empowering clients on their journey to stability through one-on-one coaching.
- Contracted a team of six former and current clients – our own "Charlie's Angels" – to sign up their peers for MyConnectSV<sup>3</sup> (learn more on our website).
- Broad exposure: For the first time, the Mercury News featured our work in their annual [Wish Book](#) campaign.



**595**

**New clients<sup>4</sup> helped.**



**90+**

**Clients helped with Affordable Housing Waitlist applications.**



**69**

**Clients found stable housing<sup>6</sup>:**

61% PSH,  
23% HUD-VASH,  
7% RRH.

Generous individual donors and new grant funding improved our ability to continually innovate and advance our impact. Along with our first in-person fundraiser and first Giving Tuesday campaign, we were able to:

- Hire our first independent contractors to support growth: an administrative assistant and a Client Empowerment Director
- Provide temporary hotel stays for dozens of our most vulnerable clients
- Fund client management software



**1,000+**

**Applications<sup>5</sup> submitted for a range of services:** CalFresh, MediCal, GA, SSI/SSDI,, transportation (VTA UPLIFT, Caltrain Clipper Cards, Paratransit passes) and housing.



**40+**

**Clients helped with job searches.**



**116**

**Cumulative clients housed since July 1, 2020.**



**3**

Our work depends on our open source collaborative self-service tools, developed and maintained by volunteers, shared freely on our website for use by individuals as well as other service providers in Santa Clara County:

- [Affordable Housing Database](#)
- [Check Benefits Eligibility](#)
- [Searchable Shelter Resource](#)



**17**

**Clients helped with Homelessness Prevention Applications**



**35**

**Active Volunteers**



**100+ Collaborations**

across other service providers & government agencies.

## What's Next for 2025?

1. Expand Self-Sufficiency Program.
2. Expand Volunteer Pool and Formalize operations.
3. Increase awareness.
4. Increase employment support.
5. Find more low-cost housing options.

1. Shared with Hope's Corner. 2. SSP funded by El Camino Health District restricted grant. 3. MyConnectSV funded through Destination:Home SV grant. 4. New clients who came to us in 2024, not including existing clients. 5. Benefits and housing programs. A client may have a range of applications or searches, from 1 to 20+. We don't count tasks such as applying for free LifeLine phones, eyeglasses, help with YMCA applications. 6. PSH: Permanent Supportive Housing; HUD-VASH: Housing and Urban Development Veterans Affairs Supportive Housing; RRH: Rapid ReHousing.