



REBUILDING CELEBRATING STRENGTHENING



HH Hospitality House
2020-2021 ANNUAL REPORT

A LETTER FROM EXECUTIVE DIRECTOR **JOE WILSON**



Our Fiscal Year 2020-2021 Annual Report is equal parts unabashed celebration and somber reflection. First and foremost, we celebrate our committed Hospitality House staff – and so many others throughout the City’s human services field – who dedicate their lives to making life better, one day at a time. We’ve reflected on our community’s daily struggles, and we’ve grappled with shared grief and loss of friends, colleagues, and loved ones. Tears gave way to tenderness, moments of doubt helped fuel a renewed sense of purpose. We’re overwhelmed by our staff’s unwavering devotion to their chosen vocation - bringing, in the words of author and human rights activist Alice Walker, their “small, imperfect stones to the pile...” In doing so, we rediscovered an undeniable truth.

We are indebted to each of you - as donors, supporters, and community builders - for believing in us, trusting in us, investing in us.

Like so many of our community partners, the COVID-19 crisis significantly reshaped or spurred redesign of several of our agency programs – notably our emergency shelter program. In July 2020, the City asked Hospitality House to temporarily close our shelter and instead manage a 65-room Shelter-In-Place hotel for COVID-vulnerable residents. It was both a challenge and an opportunity to test the efficacy of Hospitality House’s signature community building philosophy. Our experience with the Shelter-In-Place hotel helped crystallize our organizational challenges and priorities. Our organizational mission centered on improving the quality of life of our community, day by day, individual by individual, through every aspect of our work at Hospitality House.

In the midst of tragedy, humanity still triumphs.

Our Annual Report features some noteworthy achievements;

The staff at our two Self-Help Centers and our Community Building Program embraced their roles as resource hubs, community connectors, and engagement specialists who provided access to basic needs, distributed thousands of items of personal protective equipment and hygiene items every month, access to individually packaged meals, and after-hours access to crisis counseling and one-on-one support.

Our groundbreaking Committed To Change support group has evolved into a bi-weekly gathering of, and networking by, formerly incarcerated residents, connecting them to employment, public benefits, housing and one-on-one counseling – enabling them to rediscover what being home again can and should mean.

Our Employment Program deepened its stature as one of the City’s true community-based workforce assets, placing hundreds of homeless and/or low-income job seekers in gainful employment – in the midst of a pandemic. We solidified our commitment to building a broader voice for vulnerable job seekers by facilitating the revitalized Homeless Workforce Collaborative, a coalition of more than a dozen community groups committed to increased workforce investments and lifting up the voices of job seekers.

Our Community Arts Program staff embraced the challenge of ensuring that creativity’s flame might flicker but never extinguish, preserving the artist’s imagination in isolation while maintaining constant connection – through online workshops, telephone consults, and one-on-one visits for hundreds of local artists. Indeed, kindness is good for our immune system.

In the midst of tragedy, humanity still triumphs.

For much of the past year or more, we’ve benefited greatly from the continued outpouring of generosity from donors and supporters across the city, throughout the state, and around the country. Donors and supporters like so many of you. What we’ve said in years’ past, bears repeating. We are indebted to each of you - as donors, supporters, and community builders - for believing in us, trusting in us, investing in us. Hospitality House is committed more than ever to building community leadership to help tackle the City’s most pressing issues. Our ambitious, multi-year effort to engage thousands of new supporters in neighborhoods across San Francisco is more vital than ever. One lesson remains as true today as it has ever been - we need each other, more than ever.

At the heart of it all, a simple human story. Hospitality House wishes to dedicate this year’s report to all those who remind us what it means to be human. What it means to struggle together, to grieve together, to draw strength from human touch - even we cannot embrace. Their story is our story. Their struggle is our struggle. And in the midst of tragedy, their triumphs inspire us to carry on.

In the midst of tragedy, humanity still triumphs.



REBUILDING LIVES CELEBRATING CREATIVITY STRENGTHENING COMMUNITY

Our Community Building Program launched “Committed To Change”, a unique re-entry support and mentoring group dedicated to formerly incarcerated community members. The group informs members of available resources and connects them with Hospitality House’s other community programs including our Employment Program.

Our Employment Program placed nearly 250 job seekers into full-time and part-time jobs, in the midst of a pandemic.

In a unique partnership with Give2SF and the City and County of San Francisco, our Employment Program helped 75 low-wage workers who tested positive for COVID-19, to safely quarantine by guaranteeing two weeks’ earnings - nearly \$1,300 each - through the innovative Right to Recover Program.

In November 2020, for the first time, the Department of Elections designated Hospitality House as an official Polling Place to increase voter access and participation in the Tenderloin neighborhood. Voter participation increased by more than 10% in Hospitality House’s precinct.

More than 40 neighborhood artists who create artwork at our Community Arts Program received \$800 honorariums along with the sales of their artwork. This provided much-needed financial relief for many of our artists struggling during the pandemic.

At both of our Self-Help Centers, nearly 19,500 community members received peer counseling, case management, individual and group behavioral health services, peer-led support groups, opportunities for volunteerism, and socialization activities.

In partnership with MEANS Community Meals Program, our Sixth Street Self-Help Center distributed nearly 6,000 free hot meals to community members.

2020-2021

SHELTER PROGRAM (Shelter-In-Place Hotel)

For the first time in nearly 40 years, Hospitality House temporarily closed its emergency shelter (one of the City's oldest) – and now staffs a 65-room Shelter-In-Place Hotel, 24-hours, seven days a week. As part of the City's effort to provide temporary safe housing for COVID-vulnerable homeless residents; we've preserved our model of on-on-one case advocacy combined with community building.

"I don't know where I would be without you guys, you are the best!!" **Anonymous**



COMMUNITY ARTS PROGRAM

The Community Arts Program offers the City's only free studio and gallery space for hundreds of low-income artists to create, house and sell artwork. We offer open studio hours, free supplies and skills workshops for community artists, and frequent exhibitions and themed shows. Each year, dozens of struggling artists keep 100% of the proceeds from art sales – a unique social enterprise that recognizes the work of art..

"During COVID in the Summer of 2020, I became HIV positive while living in Tennessee. Afterward, I decided to move to the Bay Area and people did not think that was a wise decision. But I decided that I was going to start giving myself more credit for what I am capable and able of achieving as a disabled hard-of-hearing person learning to use a cochlear implant to hear again. I lost the rest of my hearing previously due to domestic violence and learning how to hear again has really helped me save my own life, and to do it in a pandemic when everyone is wearing masks when I am a born lipreader is just another example of the universe showing me how tough I am when I have self-love on my side, and that my dreams are real and achievable because I alone believe in them. I moved to San Francisco and that was my dream, just to be an artist in San Francisco, and be a part-time Lyft driver, which I have now accomplished as a hip, disabled, queer, cyborg artist." **Philip Chanin**



SIXTH STREET SELF-HELP CENTER

The Sixth Street Self-Help Center offers a range of emergency, behavioral health, and support services using a low-threshold, peer-based model. Each year, along with our Tenderloin Self-Help Center, Sixth Street accounts for more than 20,000 visits from more than 12,000 low-income community residents seeking mental health and substance use resources, housing referrals, individual and group therapy, social engagement, and income support.

"Stay strong and courageous, you can't quit. Faith and Hope keeps me going." **Marco Ruiz**

"The easy way is the hard way, and the hard way is the easy way. It's easy to run away from your problems, and hard to face the truth." **Omega**



EMPLOYMENT PROGRAM

The Employment Program offers job readiness, employment and training resources, job hiring fairs, and job placement through two neighborhood job centers. We have relationships with dozens of Bay Area employers to connect hundreds of job seekers to good-paying jobs. We convene a network of community-based workforce providers. This past year, more than 200 job seekers obtained gainful full or part-time employment, nearly one-third of new hires secured longer-term housing because of increased earnings, and nearly 75% maintained employment for six months or more.



"Brittany has been very helpful at this time in my life. I came into her place of work somehow I was blessed to get her as my Counselor. She always has a smile – on the day she gave me the number to my new full-time job at Five Keys, and right now as she is helping me search for a place to live. I appreciate all her help and her kindness. Thank you very much and have a great day". **M.C.Scott**

"You don't know what it's like when you have nowhere to go and nowhere to plug in your phone to check your email." **Lisa**



IN THE MIDST OF TRAGEDY, HUMANITY TRIUMPHS

The stories are all around us, inspiring us, captivating us, bringing us rejuvenating laughter, much-needed encouragement - and fervent renewal. The triumph of individual and collective humanity in the midst of tragedy defines the essence of community. Above all, these stories give us reason to celebrate.

"Special thanks to Renee and Tyree. They each are faithful to the mission, are diligent, and work hard to serve. Each of them is a true asset to Hospitality House. If there is some glimmer of hope in life now, it is in large part due to their effort and concern. They, and the staff at large, are what brings Hospitality House to life."

Glen Le, Community Member from the Tenderloin Self-Help Center

There is the artist who channels the energy of the ancients, and the collective wisdom of the ancestors to produce thought-provoking and uplifting art works. There is the job seeker who battles depression on a daily basis, yet summons the courage to face rejection once more, and finds an unabashed cheering section at Hospitality House. The courage – and cheering section – helped him land a new job.

There is the Shelter-In-Place hotel resident who, in her mid-sixties, discovers her own artistic gifts – and a newly-found calling – in the world of pastels, charcoal, and pen and ink. There is the former incarcerated "lifer" who finds support, belonging - and tries on his first suit in several decades. His daughter was impressed, too.

Rebuilding. Celebrating. Strengthening.

These are just a few of the stories that weave the tapestry that connects all of us. These stories tell the tale of Hospitality House. These are stories of tears and triumph, struggle and strength, solitude and belonging. So, too, these stories of resilience and renewal are poignant reminders of the ties that bind us. – the "inescapable network of mutuality" that MLK spoke of not so long ago. Their story is our story. Their struggle is our struggle. Their triumph is our triumph.

Ultimately, their stories are the lifeblood of Hospitality House.

"As a client of Hospitality House currently in the re-entry process, I am both amazed & awed by staff. The impact of their services has improved the quality of life for numerous individuals, including myself. As a result I will soon be employed within the healthcare industry. Hospitality House has an abundance of resources & skilled team members. I am grateful for this organization's assistance in my transition. I respect & support the hard work they do within the communities that need it the most. Truly."

O.M. King, Community Member

"Thank you staff for everything. You have treated me with respect, kindness and on a professional level. All my wishes are granted and I enjoy coming to this place! This is truly a great place! "

T.W.S, Community Member

"Never have I entered such a pleasant & calm sea as it is here. They all are so mellow and any problem I come in here with is instantly rendered."

Anonymous Community Member

"I got through this year by coming to Hospitality House, going to the doctors and going to therapy . Just staying busy with different things. My Case Manager Theo helped me get into housing and help me get into the HOLD Program. I 'm thankful that I got through this year with the support of people who really care about me."

Rick

"Making art is how I heal. So when I became unhoused due to domestic violence CAP was with me every brush mark of the way. Their care & determination to insure I had the needed art supplies & emotional support strengthened my resilience. I felt respected & loved (& still do). Each pandemic pivot CAP made contributed to my wellbeing , dignity, and growth. I am a grateful community member."

Jo, Neighborhood Artist from the Community Arts Program



COMMUNITY BUILDING PROGRAM

Our Community Building Program (CBP) is a hub for civic engagement, leadership development, and community building; offering housing support, civic participation, and healing through our unique trauma-informed project to help residents manage and heal from the trauma of poverty; nearly 400 hundred community residents participated in civic activities this past year. CBP also hosted an essential vaccination and COVID-19 testing site for Tenderloin neighborhood residents.

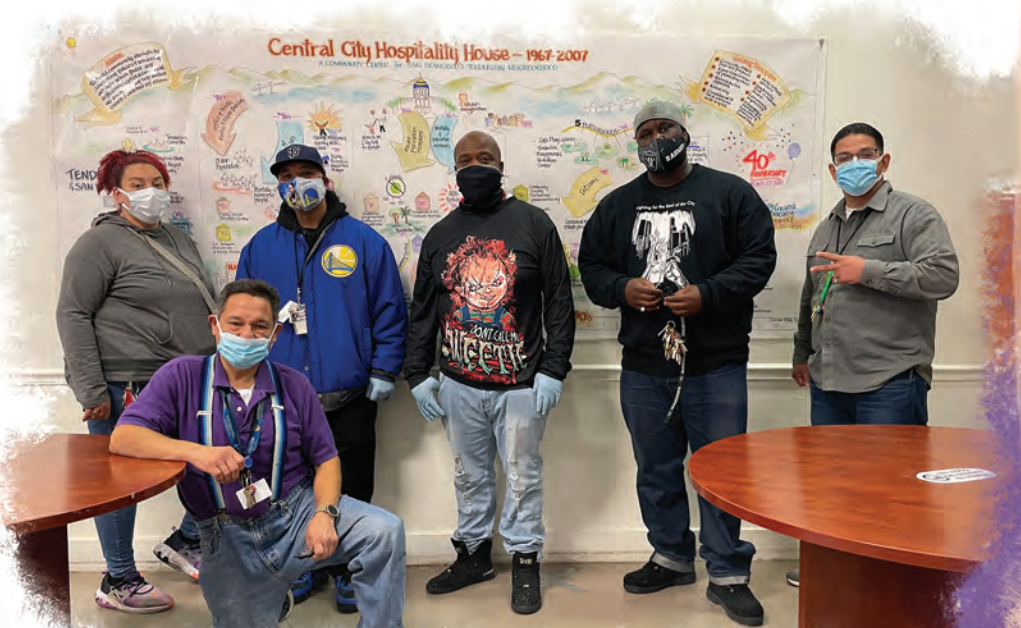
"Without CBP I wouldn't be the person I am today. All the things I've learned and relationships made with people I've met have helped me grow into who I am today. I'll forever be grateful." **Marissa Tibs**



TENDERLOIN SELF-HELP CENTER

The Tenderloin Self-Help Center offers a continuum of low-threshold services for those who do not otherwise utilize traditional service delivery modes, including peer counseling, case management, individual and group behavioral health services, a community arts program, an employment program, peer-led support groups, opportunities for volunteerism, and socialization activities. This past year, more than 8,000 community members sought resources, support, and connection at the Tenderloin Self-Help Center.

"Never have I entered such a pleasant & calm sea as it is here. They all are so mellow and any problem I come in here with is instantly rendered." **Anonymous Community Member**



HI MY NAME IS EDDY. I want to talk about my experience with Hospitality House. Six months ago I got out of prison after doing 20 years and I knew I needed a job quickly. So I asked around and was inquiring about programs that could help me. And I kept hearing the same name over and over, 'go talk to Terrance Blake' so I did and he assured me that he was going to help me. He did. I was nervous but he made me feel like I had just seen my brother that I had not seen in over 20 years. He helped me with clothing, with whatever I needed at that moment. He also introduced me to Lilianna, who helped me get my first job, helped me fill out applications, and also helped me get the clothing for the first job that I got - with her help. I met JJ and Brittany through the self help group that they were running, which was a group that I enjoyed going to. It was a group that I looked forward to every week because of the topics that were talked about during that group. It kept me on that path of being mindful of what I needed to do to continue on a positive path. And then I met Tiffany who helped me get my second job as a residential counselor. These people were instrumental in how good I'm doing right now. Today, if it was not for their help and dedication to helping people in these situations, I don't believe I would be in the situation I am right now. Doing good, I got a bank account, my credit score is going up. I'm on the verge of getting my own apartment. And it's because they helped me and they continue to help me to this day. I am grateful to have met them, I am grateful for Hospitality House. To me, Hospitality House is my support network. I know that if I need anything, I could go to any one of them and they would help me. And to me, that has been my experience with Hospitality House. They would help anyone and I am grateful."

FAREWELL TO FRIENDS



Cameron Kim

Our hearts are heavy, words difficult and inadequate, the wound still fresh. In our work, our paths often cross with wandering souls, those seeking solace and belonging. Cameron was a soulful wanderer - not so much seeking as sharing, and while wrapped in the comfort of belonging, greeting other wandering souls with a furtive glance and a mischievous smile. One of his fellow artists remarked that 'his soul was hurting' - one of the many casualties of COVID. Perhaps Cameron's soulfulness bore witness to too much pain, and rather than lash out, he directed his pain inward. As Cameron's soul nourished others around him, he hungered. Ultimately, his body collapsed under the sheer weight of it all. Though all too briefly, Cameron's star shone brightly across the firmament. So many of us basked in the glow of Cameron's twinkling star. To his considerable community of artists, wanderers, and dreamers, let's be reminded that Cameron's soulfulness endures. And somewhere, hopefully, he is smiling...



Alan Fisher

I first met Alan Fisher more than 30 years ago, when I was running Hospitality House's shelter/drop-in center program (yep, the same shelter I once slept at). Alan always had an engaging manner, an easy smile, a quick laugh, that mischievous glint in his eyes, and... something else. In Jewish tradition, the word "tzedakah" is often assumed to be synonymous with charity, but it's meaning carries something deeper, something more - justice. That's the thing I remember most about Alan. There was always something more and deeper: a justice-seeker. We reconnected over the years during his long, influential tenure as head of the CA Reinvestment Coalition. True to form, holding financial institutions accountable to the community. Banks, no less. Chasing windmills? Maybe. Fighting the good fight? Always. But something else again. Seeking justice. Sending love to Sharon, and Ben, and David, their families, and all those who touched Alan's life as he touched theirs. At Alan's request, friends and family near and far have donated to Hospitality House to honor Alan's memory. We've been overwhelmed by the outpouring of love and generosity - many of you have never heard of Hospitality House. But you knew and loved Alan. And that was enough. I'll miss our email exchanges, our lunches. I'll miss Alan's smile and his laugh - and that mischievous glint in his eyes. Mostly, though, I'll just miss him. Alan Fisher. Justice seeker. Rest in Power. **- Joe Wilson**



Brian Edwards

Brian Edwards was loved by many, and centered his life struggling in solidarity with folks on the streets. He worked closely with us here at the Coalition on Homelessness on human rights issues, was a member of the Shelter Monitoring Committee, spent his time as needed with Faithful Fools, Glide, Code Tenderloin to name just a few orgs he threw down in service to ensuring folks on the streets got their needs met. Brian was a larger than life personality, with a wicked sense of humor, sharp analysis and a nose for sniffing out injustices, which he never left alone. His biggest quality however, was his heart, which he wore unapologetically on his shirt sleeves, and which was enormous. Brian built an extensive network of relationships in the homeless community and was always the first to hear about changes to city policy. He was able to keep up with the ever changing dynamics during the Pandemic and keep both community organizations and unhoused people informed. Among his many accomplishments, Brian got the shelter monitoring committee going again, ensuring countless unhoused people had access to testing and vaccines, connected countless unhoused people with vital services, stayed off numerous sweeps, and most recently garnered a number of endorsements for starting back up self referral to shelter including from the Local Homeless Coordinating Board. Brian is survived by loving family members including his parents, his cat Jeff, his dog Dahmer and an entire community who adored him. **- Coalition on Homelessness**



Felicia "Flames" Elizondo

On behalf of all of us at Hospitality House, we extend our deepest condolences to Ms. Felicia's family, friends, colleagues, and all those warriors fighting and thirsting for justice - through the decades of triumph and tears. Their courage and sacrifice would inspire three black transwomen in San Francisco to create the world's first Transgender District - bounded by the Compton's Cafeteria historic site. Hospitality House owes its existence to the bravery and foresight of courageous justice warriors like Felicia and those unsung heroes of Compton Cafeteria. Thanks to Felicia and Susan and so many others - we at Hospitality House proudly say, keep screamin'....



Lamarr Greely

Lamarr Greely passed away in late October. Lamarr was a community activist, organizer, cheerleader, and fierce neighborhood warrior. We've all felt the loss. Lamarr's laughter and his smile were community fixtures, and his tireless activism was the stuff of legend. Lamarr had a thirst for knowledge as an alumnus of TNDC's Leadership Academy and Hospitality House's Healing Organizing and Leadership Development program. Conducting voter outreach, volunteering at community picnics, convening neighborhood meetings, leading City Hall demonstrations - Lamarr had an outsized role in his beloved community, and an outsized place in our hearts. We shall strive to remember your lesson about leading with humility. We'll miss you.

THANKS TO OUR GENEROUS SUPPORTERS AND COMMUNITY BUILDERS!

We would like to express our deepest gratitude to all our generous donors, sponsors, in-kind donors, foundations, and community partners who supported Hospitality House's community programs throughout the year. You continue to strengthen our neighborhoods and communities by believing in our shared humanity.

A. Samson & Joyce Juan Manalo
Accurate Printing, Joseph Seto
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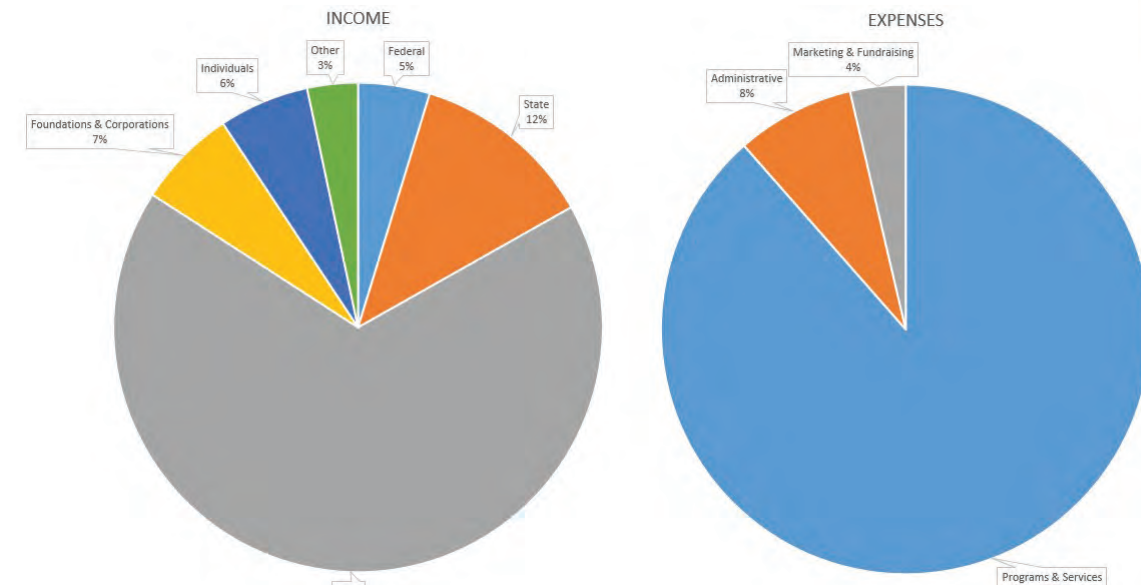
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FINANCIAL DATA, FISCAL YEAR 2020-2021



INCOME

Federal	\$373,000 (5%)
State	\$951,586 (12%)
Local	\$5,296,061 (67%)
Foundations & Corporations	\$516,199 (7%)
Individuals	\$470,004 (6%)
Other	\$262,992 (3%)
Total Income	\$7,869,843

EXPENSES

Programs & Services	\$6,588,795 (88%)
Administrative	\$582,186 (8%)
Fundraising & Marketing	\$272,314 (4%)
Total Expenses	\$7,443,295
Net Income	\$426,548

Note: Unaudited totals. Annual audit available 12/31/21.

HOSPITALITY HOUSE BOARD OF DIRECTORS 2020-2021

Jeanie Bunker
President
Michael Hampton
Vice President
Monique Zmuda
Secretary/Treasurer

Paul Boden
Darnell Boyd
Braden Cerutti
Kelley Cutler
Marissa D'Orazio
Elaine Go
Jessie Johnson
Dana Isaac Quinn
Maria Rocchio
Jessy Martinez
(Staff Liason to Board)

Donors who contributed between 7/01/20 - 6/30/21.

JOIN HOSPITALITY HOUSE IN BUILDING COMMUNITY

Become A Monthly Donor

Make an affordable donation of as little as \$10 a month and help us build a movement for change – every month! Contact our Development Manager Tess Davis at tdavis@hospitalityhouse.org or go to www.hospitalityhouse.org/donate.

Make A Donation

Donations can be made online by clicking the **donate button** at www.hospitalityhouse.org or by **check made payable to Hospitality House**. Mail to **290 Turk Street, San Francisco, CA 94102**.

Sponsor Our Fundraising Events

Hospitality House holds major fundraising events each year: THHE Auction Online will take place in April 2022. We need sponsors and donors to help support our virtual events. *Information on sponsorship opportunities will be available on our website at www.hospitalityhouse.org or contact our Director of Development Samson Manalo at amanalo@hospitalityhouse.org for details.*

Share Us

Follow us on **Instagram & Facebook @HospitalityHouseSF** and on Twitter **at @HospitalityHous (no "e")** to stay up-to-date on the latest Hospitality House happenings and share us with your friends and family.

Celebrate with us!

Celebrate your birthday with us! **Create a Facebook and/or Instagram birthday fundraiser** for Hospitality House!

Hospitality House Community Wish List

Each year, donors like you help Hospitality House do a little something extra for our community - little things can make a big difference. Here's a sample wish list:

- new socks
- new flip-flops
- new work boots
- pajama sets
- underwear
- knit hats, gloves
- shoes
- masks
- sketch pads
- art portfolios
- backpacks
- shoulder bags
- thumb drives
- grocery gift cards
- job interview clothing
- scarves
- hygiene items
- art supplies
- hand sanitizer
- hot meals

To donate items from our wish list, please contact our Development Manager Tess Davis at tdavis@hospitalityhouse.org.

Please note: We are unable to accept donations of used underwear, socks, and furniture. In-kind donations are tax-deductible according to the IRS. Please consult your tax advisor for the allowable tax-deductible amount.

HOW TO DONATE

Text

Text message "Give2021" to (415) 300-2686 to donate.

Scan

QR Code



Hospitality House

Main Office Address:
290 Turk Street
San Francisco, CA 94102
(415) 749-2100
info@hospitalityhouse.org
www.hospitalityhouse.org