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ABOUT US

OUR GOAL IS TO END HOMELESSNESS IN OUR LIFETIME BY PUTTING PEOPLE BACK TO WORK AND RESTORING THE HOPE THEY HAVE LOST.

We believe that to effectively address and end homelessness we need compassionate and innovative leadership, paired with collaboration among social service agencies, government agencies, individual communities, and the private sector. Our model is simple: provide homeless and low-income men and women with the resources they need to rebuild their lives. First, they join one of our teams in PALO ALTO, SAN JOSE, SAN RAFAEL OR SUNNYVALE and begin volunteering collaboratively on community beautification projects. In return, they receive a stipend in gift cards to help cover their basic needs, while taking advantage of our case management and employment services to find housing and a job. Our ultimate goal is to find our Team Members employment because having a job restores hope and opens the door to countless opportunities.

IT’S A “WIN-WIN-WIN”
As one of our graduates said, what we’re doing is a “win-win-win” scenario: the Team Member wins, the environment wins and the community wins - it doesn’t get much better than that.

OUR HISTORY
Since its inception in 2005, Downtown Streets Team has grown exponentially. We sprouted from humble beginnings as an idea of the Palo Alto Business Improvement District (BID), with the goal of reducing panhandling and homelessness in the downtown area. Eileen Richardson, our executive director took the helm and the agency spun off to become a 501(c)(3) nonprofit in 2006. She was the only employee until her son joined nearly four years later; he now runs program operations. Today, we have a staff of nearly 40 and launched our San Jose Team in 2011, our Sunnyvale Team in 2012 and our fourth team in San Rafael in the summer of 2013.
Dear Friends,

This year was an exciting ride. For the third consecutive year we launched a new Team in a new community, sparking renewed hope for the unhoused men and women and for all the residents of that community. Unlike other teams, this team was launched over 50 miles away from our home base in Santa Clara County to new territory: the city of San Rafael. Despite our three franchises nationwide, we wondered if we had the infrastructure to allow us to “fit” unique communities like San Rafael. San Rafael presented interesting new challenges: a younger homeless population with a different set of roadblocks, the absence of tools unique to Santa Clara County (like transportation and housing vouchers), a ruthless housing market that rivals those in Palo Alto and San Francisco, a smaller staff, and a whole new cast of stakeholders. However, it also presented us with a unique opportunity to test new ideas. As an active case study, San Rafael has helped us determine what’s essential to the success of our model. Most importantly, it helped us reaffirm our core beliefs:

1. The dignity of work is transformative
2. Unhoused men and women not only can be but MUST be part of the solution to homelessness
3. Our model can change perceptions about homelessness in any community

With a staff that continues to amaze me daily and a groundbreaking investment in our infrastructure from the Peery Foundation ($1 million dollars over four years — the largest grant in its history), San Rafael transcended “case study” and became a clear and resounding success. During our first year, 15 Team Members were housed and 23 graduated into employment, holding their job for 90 days or more! The Team even launched our first “TerraCycling” project in which the volunteers collected over 800,000 cigarette butts to be recycled into plastic pellets and park benches.

Our Palo Alto, Sunnyvale and San Jose Teams had great successes, too. We set a record for both housing and employment placements across the board and achieved employment milestones, which you can read more about on pages 9, 10 and 11. One Team Member, Barry, who battled homelessness and unemployment for almost 15 years, found lasting employment, proving our belief that you never know when someone will be ready to make lasting changes. Our San Jose Team exploded in size, reaching nearly 50 active volunteers and we launched an initiative to house over 100 people in the notorious Jungle encampment, using transitional vouchers and our “Work First” approach.

More than ever, I am convinced that we are onto something. Thank you for being a part of it.

Eileen Richardson
Executive Director
**OUR MISSION & MODEL**

**MISSION STATEMENT**
Downtown Streets Team is ending homelessness by restoring the dignity and rebuilding the lives of unhoused men and women. Serving the community through work teams prepares members for permanent employment and housing.

**OUR MODEL**
Our model is structured to be a one-year transitional program into employment and housing. In short, our vision is to end homelessness by restoring the dignity and rebuilding the lives of unhoused men and women through volunteerism.
REVENUE

- **GOVERNMENT GRANTS**: $1,642,237 (52%)
- **CONTRIBUTIONS**: $692,272 (22%)
- **SPECIAL EVENTS**: $386,544 (12%)
- **OTHER CONTRACTS**: $235,700 (7%)
- **FEE FOR SERVICE CONTRACTS**: $131,038 (4%)
- **IN-KIND CONTRIBUTIONS**: $64,791 (2%)
- **RENTAL INCOME**: $60,149 (1%)

**TOTAL**: $3,212,731
EXPENSES

- GOVERNMENT GRANTS: $1,642,237
- CONTRIBUTIONS: $692,272
- SPECIAL EVENTS: $386,544
- OTHER CONTRACTS: $235,700
- FEE FOR SERVICE CONTRACTS: $131,038
- IN-KIND CONTRIBUTIONS: $64,791
- SAN JOSE STREETS TEAM: $784,600
- PALO ALTO TEAM: $548,472
- MANAGEMENT AND GENERAL: $448,604
- SAN JOSE TEAM: $390,479
- SUNNYVALE TEAM: $300,462
- SAN RAFAEL: $255,351
- FUNDRAISING: $175,057

TOTAL: $2,903,025
PROGRAM OUTCOMES

1.3 MILLION GALLONS OF DEBRIS REMOVED IN ONE YEAR (EQUAL TO 4 SCHOOL BUSES PER MONTH)

SAN JOSE

085 HOUSED FY 2014

098 JOBS FY 2014
1.3 MILLION GALLONS
OF DEBRIS REMOVED IN ONE YEAR
(EQUAL TO 4 SCHOOL BUSES PER MONTH)
WE REMOVED 44% OF ALL DEBRIS AND TRASH FROM
THE CREEKS AND WATERWAYS OF SAN JOSE

SAN JOSE

800,000
CIGARETTE BUTTS COLLECTED FOR
TERRACYCLING

SAN RAFAEL

1.3 MILLION GALLONS
OF DEBRIS REMOVED IN ONE YEAR
(EQUAL TO 4 SCHOOL BUSES PER MONTH)
WE REMOVED 44% OF ALL DEBRIS AND TRASH FROM
THE CREEKS AND WATERWAYS OF SAN JOSE

SAN JOSE

72.4% OF TEAM MEMBERS RETAINED A JOB FOR >90 DAYS

SUNNYVALE

CRIME
-50%

HOMELESSNESS
-54%

PANHANDLING
-75%

PALO ALTO
(SINCE INCEPTION)
AWARDS AND MILESTONES

HONORED BY METLIFE FOUNDATION
Our partnership with the Palo Alto Police Department has been recognized - and honored- by the MetLife Foundation! Through our collaboration with them, we have helped to successfully decrease homelessness in downtown Palo Alto by 54%.

“We have seen first-hand the positive impact the Downtown Streets Team has had on our community,” said Chief Dennis Burns of the Palo Alto Police Department. “We’re very supportive of their work, and we couldn’t be happier to be part of such a strong partnership.”

COMMENDATION: SAN JOSE COUNCILMEMBER CAMPOS HONORED OUR SAN JOSE TEAM
Our San Jose Team received a Commendation from San Jose Councilmember Xavier Campos and Mayor Chuck Reed for beautifying the Mayfair neighborhood. Our San Jose Team removes debris and graffiti, as well as helps prevent graffiti.

TEDx TALK AT BYU
Michael Davis, our Operations Supervisor, was invited to share his life story through a TEDx Talk on March 21 at Brigham Young University.

STANFORD COMMUNITY HERO
Shannon, a graduate of our program and also the first woman in our history to be promoted to a Blue Shirt, was selected by Stanford Athletics as a Community Hero!

NEW WEBSITE LAUNCHED
In-house talent designed our new website where our fans and supporters will always have a place to go if they want to get to learn about us, understand our model and learn how they can help change perceptions about homelessness. Visit it today: www.streetsteam.org
Within two months of joining the team he landed a full time operations position at Goodwill Inc.!
Fortunately, he’s still with the team in spirit as he works with our Case Manager Jaclyn to regain permanent housing and fulfill his ultimate dream of working for the VA Hospital in San Francisco.

André Has a Lot to Smile About

Peter Gets the Support He Needs

When Peter, 53, became homeless in Marin, he found himself frustrated and unable to move forward. Since joining the team, he has been promoted twice and is now a Manager- otherwise known as a blue shirt - who has more responsibilities and manages a small team. He also got another part time job. Most importantly, he says, he got the support he needed to regain housing close to work.

Barry Reunites with His Daughter and Gets Hired

Barry was homeless for years and was hired in February on the Corporate Management Track for Bon Appétit - a food service for a sustainable future to corporations, universities, museums and specialty venues in 32 states. He also reunited with his college-bound daughter, who he has not seen since she was a two years old. It’s been a long journey for Barry, but he has persevered and is an inspiration to all of us.
Arcadia led a typical life – she was married, had children, held a stable job as a school bus driver for children with special needs, and supported stable housing for herself and her family. Her circumstances began to change when she separated from her husband and began to struggle with paying the bills. When Arcadia fell behind on the rent, she went to her sister and they decided to join households in order to make ends meet. After a few months, the landlord became aware of her sister and her children’s presence, which led to an eviction for lease violation. Arcadia’s sister, who turned to using recreational drugs to cope with the stress, felt that she didn’t have anywhere else to go and ended up in the encampment, known as The Jungle, off of Story and Senter Road in San Jose. Arcadia was deeply concerned for her sister’s safety, and made the hard decision to leave her children in her mother and father’s care in order to be with her sister in the encampment to ensure her safety.

After spending eight long months in the encampment, living in uncertainty and losing her job in the process, Arcadia was among the first of encampment residents to respond to Downtown Streets Team’s (DST) outreach team. The outreach workers were charged with connecting with encampment residents to assist them with working their way out of the encampment and reintegrating with mainstream society. Arcadia was eager to take full advantage of the case management and employment development services offered, and immediately signed-up to be a part of DST’s garden project — where encampment residents volunteer up to 20 hours per week tending the Loaves and Fishes garden located at Goodwill Industries in exchange for stipends to cover basic needs. While the garden project was gearing-up, Arcadia worked diligently with her DST support team and gained a full-time job and even secured a studio apartment — a video of her after she received the key was posted to DST’s Facebook page on July 23. Although she has achieved great things and is in a much better place today than she was just a short time ago, Arcadia still has a long road to travel until she achieves all of her goals. She is still taking full advantage of all of the services that DST offers, working to reunite with her children and bring them under her care once again. She also hopes to get her bus driver job back, to ensure that she is on a fulfilling career path that provides the income necessary to support a safe and secure life. Arcadia is a true inspiration to work with, and recognizes that the decisions she made led to the circumstances she is currently facing. She is now working to build a better life for herself and her children, and is the first to encourage others to do the same.

Arcadia’s story illustrates the transformative power of DST’s supportive services. When Arcadia was asked to tell us how she felt after receiving her keys, she responded, “I’m excited, happy. It’s a new beginning, peace of mind. I feel positive and more motivated than ever.”
CONNIE LANDS HIS DREAM JOB WITH THE CITY OF PALO ALTO

“Everyone at DST is truly dedicated to doing what they do and it inspires me to do the same,” said Connie - one of our Team Members who has always wanted to work for the City of Palo Alto. One of our employment specialists helped him kick off the job hunt. “In November 2013 we applied to the Maintenance Assistant position that had just opened,” said Michelle, Employment Specialist, DST. “I knew this was the perfect position for him since it was removing graffiti and he was already calling in all of the graffiti to the city.”

Sure enough, come January he had an interview and was hired a short time later. One of our staff saw him driving the city truck this week and he was grinning from ear to ear. “When people tried but failed at life, DST is where they can put their life back together,” said a beaming Connie. “The door is always open for opportunity.”
A CONCERT TO HELP END HOMELESSNESS

On July 27, 2013 we hosted a unique concert in downtown San Jose featuring music legends Joan Baez, Jackson Browne and Emmylou Harris. Nearly 3,000 people from around the world came together to learn about our program, our impact, our supporters and most importantly, our Team Members.

3,000 ATTENDEES
$350,000 RAISED
3 MUSIC LEGENDS
1 NIGHT
GLOBAL AUDIENCE
FRANCE • HAWAII • FLORIDA
TEXAS • CANADA • TENNESSEE
JAPAN • CALIFORNIA • SCOTLAND

SUMMER FUNDRAISER
Silicon Valley Gives 2014 was a 24-HOUR fundraising extravaganza orchestrated by the Silicon Valley Community Foundation (SVCF) with one goal: to help raise millions of dollars for hundreds of nonprofits located across the Bay Area in four different counties.

Downtown Streets Team led an aggressive online campaign leveraging creative social media posts and email blasts. We also sent mailers to top donors.

Overall, the single day campaign was a great success for us, and for Silicon Valley as a whole. We look forward to participating next year.

WE PLACED #4 FOR MOST UNIQUE DONORS (AMONG 650 LARGE NONPROFITS)

SVCF OVERALL STATS
674 NONPROFITS PARTICIPATED
$11,774 AVG AMOUNT RAISED
$8,000,833 TOTAL RAISED

$24,387 INDIVIDUAL DONATIONS
$10,000 ANONYMOUS MATCHING DONATIONS
$34,387 TOTAL RAISED IN 24 HOURS
GET INVOLVED

WHAT YOUR GIFTS MEANS TO US

- $20 Supports one team member for one day
- $50 Provides cleaning supplies so our team members can beautify our community
- $100 Provides four team members their yellow shirt, signifying life change
- $500 Provides three street cleaning carts for our downtown crews
- $1,000 Provides six months of general employment services and support for one team member
- $5,000 Provides 200 hours of street outreach to homeless individuals
- $10,000 Supports a new team that serves 12 Team Members for one year

IN-KIND GIFTS

In-kind gifts are a great way to contribute to our Team Member’s success. We have a great need for public transit passes and gift cards to various places to help cover our Team Members’ basic needs, like Safeway, Walmart, Arco gas station and Walgreens.

HYGIENE/ MOVE-IN KITS

There’s nothing like having shampoo, deodorant and towels when moving into a new place. In fact, it’s great to have these items all the time! Make our Team Members’ day by gathering your church group, club or friends to create Hygiene/Move-In Kits for our newly housed and unhoused Team Members.
BOARD OF DIRECTORS & EXECUTIVE STAFF

DOWN TOWN ST REE TS TEAM BOARD OF DIRECTORS
Norm Robinson, Board Chair • Dean of Student Affairs Emeritus, Stanford University
Sally Cadigan, Board Treasurer • former nonprofit Executive Director
Jeanne Murphy, Board Secretary • former nonprofit Executive Director
Matthew Bahls • Associate Director of Development, Stanford School of Engineering
Owen Byrd • Chief Evangelist & General Counsel, Lex Machina
Carol Hubenthal • former Art Director for the Palo Alto Weekly
Eileen Richardson • Executive Director/Chief Executive Officer, Downtown Streets, Inc.

SA NJ OSE STREET S TEAM BOARD OF DIRECTORS
Michael L. Cox • Vice President, Human Resources and Talent Acquisition, Walmart Global eCommerce
Kim Carson • Financial Advisor, Ameriprise Financial
Annette Hancock • nonprofit Board Member
Jennifer Van Every • Public Relations and Communications Consultant
Eileen Richardson • Executive Director/Chief Executive Officer, Downtown Streets, Inc.

EX E CU TIVE S TA FF
Eileen Richardson • Executive Director
Chris Richardson • Director of Program Operations
Elfreda Strydom • Chief Administrative Officer
Chad Bojorquez • Director of Services
Joanna Helmer • Director of Business Development
Andrew Hening • Marin County Regional Director
Stephanie Leven Ferman • Manager of Impact and Strategic Initiatives
Tashia Owens • Lead Case Manager
Isabella Karabed • Lead Case Manager
Jessica Orozco • Project Lead
47 UNIQUE NEWS STORIES

We have been featured in national and local papers, on news stations, blogs and supported by celebrities. Visit our news page: www.streetsteam.org/news.
WE’RE CHANGING PERCEPTIONS. SEE HOW.
CONNECT WITH US
READ THE STORIES. EXPLORE THE PHOTOS. WITNESS THE CHANGE.