



ANNUAL REPORT

JULY 1, 2019 - JUNE 30, 2020



**VETERAN MEMBER, BILL, COOKS WITH
VOLUNTEER SUSI AT STEP UP'S BUILDING 209**



A Letter From President and CEO, Tod Lipka

As I reflect on the tremendous growth and challenges of the 2019-2020 fiscal year, I am humbled and impressed by the many ways in which our board of directors and employees, donors, and partners have come together to end homelessness and address mental health conditions and addiction in the communities we serve. This year, your generosity and partnership provided life-changing permanent supportive housing, case management services, and workforce development training - these programs are truly lifesaving! We cannot thank you enough for your continued support.

In March as the pandemic began to affect daily life for us all when stay-at-home orders were enacted, Step Up strengthened its commitment to serving those experiencing homelessness as well as those that remain housed in Step Up's many Permanent Supportive Housing (PSH) units. We pivoted quickly and strengthened relationships with our collaborative partners allowing us the flexibility to identify multiple new projects, including Project Homekey--motel conversions that will provide permanent supportive housing, comprehensive case management, and workforce development services. Despite the pandemic, Step Up initiated new housing projects in Los Angeles, Orange, and San Bernardino Counties across Southern California, and in Seminole County, Florida this fiscal year. When all are completed, these units will provide permanent supportive housing and case management services for an additional 445 individuals experiencing chronic homelessness, mental health and substance abuse conditions.

In addition to substantial programmatic growth, our staff grew to nearly 300 as we made many strategic changes to meet the challenges of assisting those we serve during the pandemic. We are fortunate to have a dedicated board of directors and a seasoned management team to guide Step Up as we are more committed than ever to sharing your generosity with the TAY (transition-age youth 16-28 years of age), adults, and Veterans that we serve.

The population we serve are becoming increasingly at risk, and we remain endlessly grateful for your support that allows us to help our neighbors, the most vulnerable among us, lead healthy, dignified lives. Because of your support and partnership, Step Up will double the amount of permanent supportive housing over our next fiscal year. As we continue advocating for and working with those experiencing homelessness and mental health conditions, our work will not end until the root causes of homelessness are eliminated, and all people experience the hope and transformation of being housed.

Thank you for partnering with us in this important work.



Tod Lipka
President and CEO

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Mission & Vision

MISSION

Step Up delivers compassionate support to people experiencing serious mental health conditions, and persons who are experiencing chronic homelessness, to help them recover, stabilize, and integrate into the community.

VISION

Step Up envisions that all individuals, families, and communities affected by serious mental health issues, and persons who are experiencing chronic homelessness, will have the opportunity to experience recovery and a sense of belonging, and that permanent supportive housing will be available to everyone.

THREE PILLARS OF SERVICE

Step Up's vision and mission are delivered to individuals, including adults, Transitional Age Youth (TAY) between the ages of 16-28 years, and Veterans, through the design of its three pillars of service:

- Permanent Supportive Housing
- Workforce Development
- Member-Driven Supportive Services

Locations

**LOS ANGELES COUNTY | INLAND EMPIRE | ORANGE COUNTY
GEORGIA | FLORIDA**

SANTA MONICA

On Second • 36 unit units
On 5th • 46 Units
On 26th Street • 12 units
On Colorado • 32 units
Daniel's Village • 8 units

WEST LA VA CAMPUS

Building 209 • 54 Units

HOLLYWOOD

On Vine • 34 Units
Michael's Village • 32 Units
The Tammy • 10 units

OPENED IN JUNE, 2020

Heroes Landing Village • 76 units
Warley Park, Sanford, FL • 85 units

OPENING IN THE NEXT FISCAL YEAR

Veterans Housing Partnership, Motel
Conversions in LA County • 327 units
Desert Haven in Victorville • 32 units

Project HomeKey in

El Monte • 28 units
Salinas • 103 units
San Bernardino • 77 units

IN ADDITION, STEP UP SUPPORTS INDIVIDUALS HOUSED INDEPENDENTLY

in apartments across Southern California &
Metro Atlanta



CORE VALUES

HOPE

WELLNESS

VOICE & CHOICE

RESPECT

COLLABORATIVE RELATIONSHIPS



Community Engagement



Step Up's Volunteer Program engages individuals, service organizations and corporate groups as a way of enhancing both staff and members' activities by supporting their mission to provide services to those experiencing homelessness and a mental health condition.

Several of Step Up's permanent supportive housing (PSH) locations in Los Angeles offer volunteer gardening and cooking opportunities for individual volunteers to connect with members and build a sense of belonging. By inviting community members to help our members with life skills around being housed, we contribute to our core values around collaborative relationships and hope. In addition, we offer local service and faith groups the opportunity to host resident dinners and holiday celebrations as a way of building community. Step Up has collaborated selectively with pro-bono and skilled volunteers on special projects related to interior design, garden design, arts and crafts, mindfulness and event planning. Finally, corporate groups and service organizations have run donation drives for hygiene kits and welcome kits which are essential in our outreach and housing efforts.





Impact

YOUR IMPACT IN THE COMMUNITY



340

New Members Housed

3,000

UNDUPLICATED INDIVIDUALS

SERVED throughout Los Angeles County, the Inland Empire and in the Greater Metro Atlanta area.



Creating a sense of belonging by providing over **50**

MONTHLY support groups, money management classes, art classes, computer classes, cooking classes, group dinners and meditation classes.



26,784 Meals Served



41

Workforce Development
Employment Placements

VOLUNTEER PROGRAM DATA SUMMARY

From July of 2019 to June 2020, Step Up saw its volunteer program shift from onsite engagement at Step Up housing locations to primarily virtual service and donation drives to meet the needs produced by the COVID-19 pandemic. In 2019, volunteer teams built community with Step Up members through holiday dinners, event nights, gardening, and cooking classes. In 2020, individual volunteers and local service groups coordinated donation drives for essential supplies like hygiene kits, welcome home kits, meal deliveries, and masks in the initial months of the pandemic.



Step Up acknowledges the work of over 350 VOLUNTEERS who contributed 2,274 TOTAL HOURS of dedicated service and donated OVER \$100,000 OF CRITICAL IN-KIND DONATIONS!

Member Spotlight

Sheila Daniels had it all: A steady, well-paying job; a house in Pacific Palisades; many friends and family. She was living her best life while managing a diagnosed mental health condition. Then, in 2008, the economy tanked, her mortgage ballooned, and she could not afford the payments. When her well-paying, steady job



downsized, she lost everything. All of the stress exacerbated her mental health condition. She lived in her car and then lived on the streets for six years. The shame she carried robbed her of her personal power and prevented her from asking for help. She eventually made it to Step Up.

Close to 60,000 individuals are living in Los Angeles without a home. Simply: there are not enough affordable places for people to live. We are in the midst of a housing shortage and a homeless crisis. You know this. You have seen them in your neighborhoods - pitching tents under freeways, living in cars or RVs, and seeking refuge on sidewalks because they have nowhere else to go. Many of these individuals have a serious and untreated mental health condition. These are the individuals Step Up serves with great success. We help them reconnect with their personal power.

Step Up began providing mental health services in 1984. In 1994, our first permanent supportive housing development opened in Santa Monica to address the intersection of homelessness and mental health for individuals. Today, Step Up operates nine developments in Los Angeles County and has nine projects in the pipeline. While the more than 600 units in development will be move-in ready within 18 months, we know this isn't enough to end this crisis. So, Step Up is bringing together public and private partners to scale innovative housing solutions not in the hundreds, but in the thousands. This is the only way to end homelessness, especially for those with serious mental health conditions.

Support from individuals like you allows Sheila to thrive. Sheila lives in an apartment at a Step Up property in Santa Monica, has reconnected to her sense of purpose and belonging, and leads the tenant advisory council. Sheila shares her story in support of Step Up because she also believes that the solution for her and other individuals with mental health conditions who experience homelessness lies at the intersection of services and housing.

Daniel's Place 20th Anniversary

SEPTEMBER 25TH | SKIRBALL CENTER

Honoring local philanthropist Arthur Greenberg & Step Up founder, Susan Dempsay.



Clockwise From Top L - Tod Lipka presenting Susan Dempsay with award; Overview; Daniel's Members perform a short program of music and spoken word to an enthusiastic crowd; Jonathan Greenberg presents award to his father Arthur.



THE ATTIAS FAMILY FOUNDATION

ANANT PATEL & FAMILY

Daniel's Place Member Spotlight

from our End of Year letter by Step Up Board Member and Daniel's Brother,
Jonathan Greenberg

I met Lexus at the Daniel's Place 20th Anniversary Celebration in September. Lexus has struggled with anxiety and depression since she was an adolescent. Without treatment, eventually she became addicted to crystal meth and found herself living on the streets. To survive, she lived for more than two years in Terminal 1 at LAX. She felt abandoned, and she believed that nobody cared. We are very grateful that Lexus found her way to Daniel's Place, where she has been a loyal community member for the past three years. She got off drugs, and she is working toward her goal: to become a social worker herself one day, to contribute, to help others. I am writing to thank you so much for the support you have given to Daniel's Place over the years. As you know, Daniel's Place offers services and support for youth ages 16-28 who are experiencing their first mental health break; many of the youth served are also experiencing homelessness. Youth have a place to feel at home, to receive psychiatric treatment, to participate in group therapy, to receive medication support, to work with social workers and counselors, to obtain housing vouchers, to engage in vocational training, to develop skills in music, poetry and athletic activities, and to enjoy the company of other youth and caring staff in a safe and supportive environment. These are life-saving services, and we could not offer them without your help. At the September event



at the Skirball, we honored my father, Arthur Greenberg, and Step Up founder, Susan Dempsay; we remembered my brother Daniel, for whom Daniel's Place was named; and we showcased a number of very talented youth from the Daniel's Place community. Musical and spoken word performances were beautiful and emotional for everyone who had the privilege to be in the audience that evening, and for the young people themselves. Meanwhile, Lexus continues to come to Daniel's Place every day. She recently completed the Daniel's Place 40-week Computer Coding class, and she received her certificate and earned a laptop. Life is still a challenge, and her housing situation is not yet permanent. With the help of Daniel's Place, she obtained a housing voucher and, with the help of our staff, she is looking for an apartment. *"Daniel's Place is important to the community, and it's important to the members here," she reflects. "They need the help, they need the guidance, they need the support. It's a place for everyone to get the help they need and to feel safe."* Lexus describes the other young people in the Daniel's Place community, and the Daniel's Place staff, as her family. With your support, Daniel's Place will be able to continue to assist youth like Lexus in Los Angeles County who need the services it offers. As we approach the giving season, I ask you to consider making a meaningful contribution. If you have already given this year, thank you.

With kind regards, and much appreciation,

Jonathan D. Greenberg

Expanding Housing First Across

STEP UP INLAND EMPIRE HOUSING FIRST PROGRAM



Step Up Inland Empire Housing First Program opened its first program in the City of San Bernardino in 2016; and since then, Step Up has been a major source of relief from the myriad of struggles that face the many individuals experiencing homelessness and mental health conditions on the streets of San Bernardino and Riverside Counties. San Bernardino County is the largest geographic county in the United States, covering more than 20,000 square miles. Riverside County covers over 7,000 square miles. These are the two counties Step Up's Inland Empire Housing First Team of 64 staff cover to serve a total of 329 individuals. Its programs include three teams: Clinical Services, Housing, and Health Home intensive case management. Step Up members are connected to supportive housing and behavioral health service coordinators and the clinical team. This vital team of 33 service coordinators, nurses and clinicians provides support to over 200 current members at 60 different scattered site locations since they began.

The Step Up Inland Empire Housing First Program will be expanding to over 403 members including spouses and children this year as part of their Full-Service Partnership (FSP) services programs.

SoCal and Southeastern U.S.

STEP UP ATLANTA

Through a generous grant from The John and Polly Sparks Foundation and in partnership with Pathways to Housing, Step Up Atlanta is now open! In 2018, Step Up partnered with Sam Tsemberis' Pathways to Housing to provide housing support and case management for individuals experiencing homelessness and a mental health condition in two counties in Metro Atlanta. Step Up is building community support and will obtain rent subsidy vouchers for individuals experiencing chronic homelessness suffering from different barriers. Step Up Atlanta will set up support services, identify suitable rental properties, and provide housing support for stabilization. Today, nine staff oversee 37 units across a six-county region surrounding Metro Atlanta Area and serve 82 people including spouses and children.



STEP UP AT WARLEY PARK - FLORIDA!

Warley Park is an 81-unit community for individuals and families in Sanford, Florida co-developed with Wendover Housing Partners. It is the first Permanent Supportive Housing Project in the Central Florida region for people experiencing homelessness and for those with disabling conditions. Wendover Partners provides on-site property management and Step Up provides supportive services, including Life Skills education, employment services and case management.



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(\$1,000,000 +)

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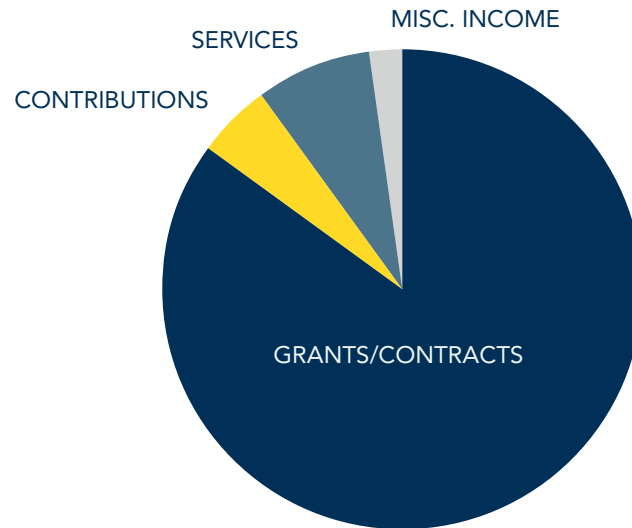
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Palisades Media
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Santa Monica Brownie Troop 71815
Santa Monica Elks Lodge #906
Temple Shalom South Bay
Village for Vets
Westside Ballet
Westside Food Bank

Thank You!

You help fund the fight to end homelessness. The impact of your giving is evident in every single person who, right now, has a place to call home. On behalf of these individuals and families, thank you for your commitment and generosity.

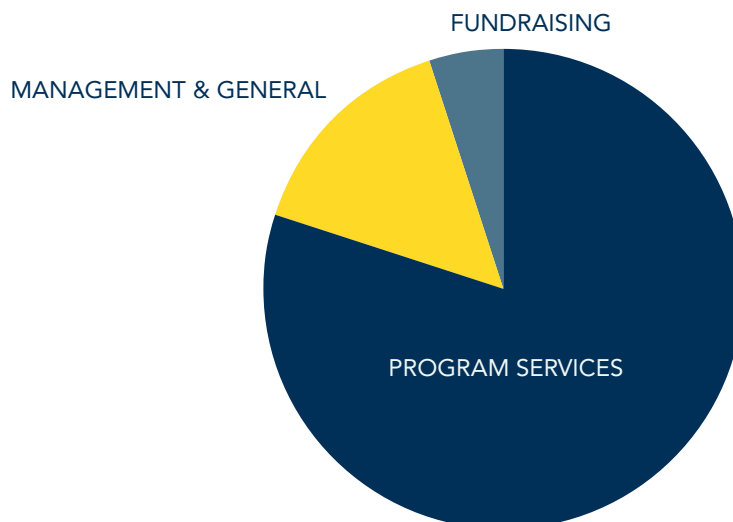


PUBLIC SUPPORT & REVENUE



Grants/Contracts	\$25,868,247
Contributions	\$1,443,615
Services	\$2,621,878
Misc. Income	\$644,477

FUNCTIONAL EXPENSES



Program Services	\$24,546,884
Management & General	\$4,418,705
Fundraising	\$1,468,327



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Step Up

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