



Step Up

& END HOMELESSNESS



ANNUAL REPORT

JULY 1, 2021 - JUNE 30, 2022



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CORE VALUES

HOPE

WELLNESS

VOICE & CHOICE

RESPECT

COLLABORATIVE RELATIONSHIPS





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 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, Transition Age Youth (TAY), unaccompanied women, veterans, and families, through its three pillars of service:

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



A letter from the desk of Tod Lipka, President & CEO

"We are deeply grateful to our valued donors, foundations, corporate partners, and volunteers..."

Fiscal year 2021-22 has surpassed all expectations! This unparalleled growth would not have been possible without the leadership of the Step Up Board of Directors, committed staff, thoughtful volunteers, and the unwavering support of our donors, foundations, and corporate partners — to whom we are deeply grateful. The remarkable achievements summarized in this annual report demonstrate what can be accomplished when we all work together to end homelessness and transform lives.

Over 35 years ago, Step Up adopted the evidence-based Housing First approach to service. Since then, thousands of lives have changed, and we are pleased to report that the Housing First model continues to be the proven solution to end homelessness and help people find recovery. In fact, 98% of Step Up members stay housed after one year, far exceeding industry benchmarks.

Despite these accomplishments, our country continues to face a housing and mental health crisis. That's why we're more committed than ever to scale the development of permanent supportive housing through the conversion and rehabilitation of dilapidated motels. Pioneered by Step Up over 16 years ago, motel conversions are the trusted model upon which California Governor Newsom based Project Homekey. Using public-private partnerships, motel conversions are faster and cheaper than new construction and yield far more units. It is the foundation of our vision to end homelessness.

Under this model, Fiscal Year 2021-2022 saw the rapid development of new permanent supportive housing developments throughout the country. In Los Angeles County, two motel conversions for veterans' housing were completed, and several others are expected to open in early 2023. In total, more than 430 veterans will be provided with permanent housing. Additionally, 17 motel conversion projects were put into motion throughout California and North Carolina. Slated for completion in 2023, they will yield 526 new units of permanent supportive housing.

The Advancing Access, Inclusion, Diversity, and Equity initiatives adopted last fiscal year continue to foster a more equitable and inclusive environment for all staff and members. Several AAIDE-focused committees continue to integrate more equitable practices throughout the organization.

None of this would be possible without the support of our partners. Because of you, Step Up has helped more people than ever before. We served 2,044 individuals in permanent supportive housing, achieved a 60% increase in housing placements, and saw a 39% increase in members served over the previous fiscal year—ultimately transforming the lives of 4,748 veterans, youth, unaccompanied women, families, and other adults.

We are deeply grateful to our valued donors, foundations, corporate partners, and volunteers who have partnered with us on this mission to end homelessness and transform lives.



Tod Lipka

President and CEO

Member Spotlight

The Martins

"If it wasn't for Step Up, we wouldn't all be safe and together now. They gave us everything we needed to build the foundation for our new life. **They helped us find our way home.**" - Jennifer M.

One of Jennifer's favorite things to do is cook for her family. She loves bringing her mother and her daughters together over a big pot of chili. "It means so much to me that I can take care of them and know they are safe," she says.

But for years, it was all she could do just to keep them together.

Jennifer, her mom, and her daughters became housing insecure after falling on hard times. When they weren't able to make the monthly payment on their home, they tried living with family, but that proved to be a temporary solution. Complex family dynamics made things difficult and one day Jennifer received a disturbing text. It was short and sweet and said "You need to pack your things and leave." In that moment, Jennifer and her family became homeless.

"I tried to call around and find some services that might help us," says Jennifer. "But every place I called wanted to split us up. I just couldn't do that. We're a family. We needed to stay together."

For the next year, Jennifer and her family lived out of their car. Occasionally, they would splurge on a motel room when money would allow and they were desperate for a good night's sleep. Eventually, Jennifer and her family found themselves living in a homeless encampment under a freeway. Being in a car provided some shelter, but it was still dangerous.

"Being homeless is horrible," says Jennifer. "My depression spiraled out of control. I was always stressed. It's just a sad way to live. I thank God I found Step Up when I did."

Jennifer met Sierra, Assistant Program Director at Step Up, while the team was conducting street outreach.

"As soon as Sierra looked in the car and saw my daughters, she said 'Absolutely not. You can't stay here. We'll find you a place today.' And they did!" said Jennifer. That night Jennifer and her family slept in real beds with a locked door. It was the first of many promises that Step Up kept.

Jennifer and her family stayed in temporary housing while Sierra helped them search for an apartment that would meet their needs. During this time, Jennifer participated in Step Up's wraparound services. They helped her set up doctor appointments and connected her with food services. She started to get her mental health under control again.





As the search for an apartment continued, Jennifer started to become worried. She feared the program might end before they found a new place to live.

"I never want to be homeless again and I was afraid that if we didn't find something soon, we'd end up back on the streets," says Jennifer.

But Sierra said, "It's not over until we get you someplace to live permanently. We're with you every step of the way."

After a long period of waiting, Sierra and Jennifer finally found the perfect apartment. Step up helped furnish the apartment, supplying a bed for Jennifer's oldest daughter, dressers, a kitchen table, and so much more.

"They gave us everything we needed to build the

foundation for our new life. They helped us call this place a home."

Today, Jennifer and her family are thriving.

"If it wasn't for Sierra and Step Up, we wouldn't all be safe and together now," says Jennifer. "I cannot thank them enough. It really makes you appreciate the small things, like having clean clothes and a hot shower. I LOVE having a kitchen! I'm just so grateful."

Recently, Jennifer's oldest daughter, Layla, asked her if they would have to move again.

"No baby. This our home," said Jennifer. The relief in her voice was palpable.

"Good," said Layla, "because I love it here."

Volunteer Spotlight

Brentwood School

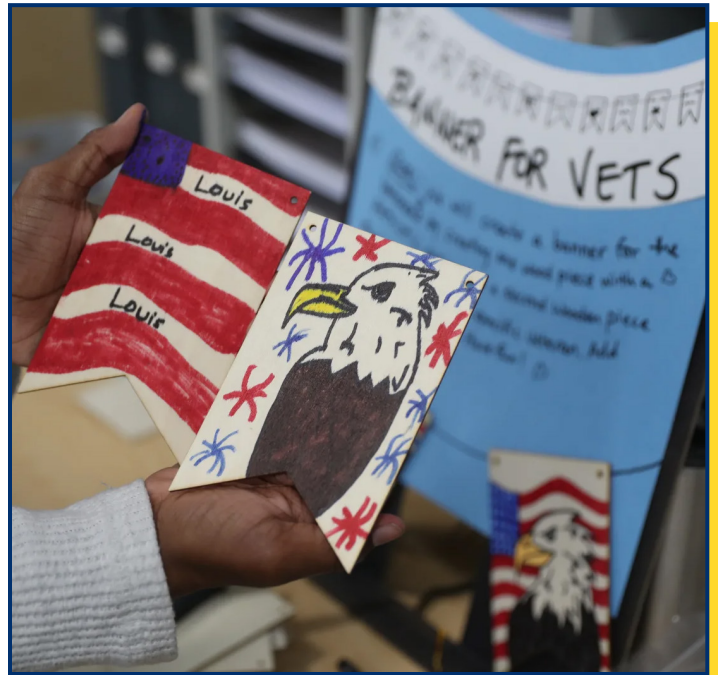
“We have the chance now to give back to many of our nation’s heroes who have made personal sacrifices and fought for our freedoms. The impact on our community is immeasurable.”

- Suzanne Lyons, Brentwood School

Ending homelessness and transforming lives takes a community and nowhere is that made more clear than through the selfless actions of the volunteers at Brentwood School. Both students and staff are long-time supporters of the veterans that live at Step Up’s Building 209 on the Veterans Affairs Campus in West Los Angeles. Each year Brentwood School provides food, transportation, and a plethora of social activities for the residents. The result is truly life-changing for hundreds of people.

“The impact of our volunteer relationship is immeasurable,” said Suzanne Lyons, Director of Middle School Service Learning and Veteran Education at Brentwood School. “Students can understand our history from various perspectives and listen and learn about veterans’ differing experiences, service, and career paths. In turn, so many of the veterans have loved connecting with our students and show genuine happiness when they volunteer.”

The 2021-2022 school year was no different as both students and staff went above and beyond to help transform the lives of 55 veterans who live on the campus. Throughout the year, the middle and upper school students loved coming up with creative ideas to show their support. For Veterans Day in 2021, students planted succulents in hand-made, hand-painted pots and then delivered them to all the residents. They then served tacos in the garden to celebrate Veterans Day and thank residents for their service.



Students and faculty also wrote and designed cards for Veterans Day and for the 20th Anniversary of 9/11. These were delivered to residents at 209 in honor of their service and for students to show their gratitude. The 6th graders even created and decorated a colorful banner to be hung in the lobby of 209 with each resident’s name on an individual wooden piece. The students wanted to specially acknowledge each veteran in the building.

Spring of 2022 brought fresh ideas and new growth as the students in Brentwood’s 8th-grade physical education class visited Building 209 once a week to help weed and plant vegetables, herbs, and flowers. Some of the items planted were tomatoes, dill, basil, rosemary, peppers, and sunflowers. Students weeded around the fountain and on the stone path to beautify the outdoor area for the residents.

In June, Lyons led a cooking class on how to make homemade garlic hummus. She set up blenders so that veterans could participate in making an easy, healthy, five-ingredient hummus. They then shared a meal of grilled chicken kabobs, pita bread, veggies, and salad to go with their fresh, homemade hummus.

To celebrate the warm summer nights, veterans at Building 209 were invited to Brentwood School's Summer 2022 Movie Night series. Many of them came and enjoyed an outdoor film with Santa Maria Barbeque on the campus softball field. It was a wonderful opportunity to bond with each other on campus, dine together, and then relax with a movie!

Support doesn't stop with the students. Understanding the unique challenges faced by veteran residents, Brentwood School was committed to making sure no veteran on the campus went hungry. Each day, they served meal donations from their East Campus Kitchen. Lunch was provided five days a week and dinner twice a week for those who requested it. For the holidays, Thanksgiving Dinner and Christmas Dinner were provided by Brentwood School for all 209 residents. In addition, each resident received a \$25 gift card.

Brentwood School also ensured that veterans had access to transportation for appointments, shopping, and recreation. The Brentwood School Public Safety and Transportation Department provided a daily shuttle that looped around the VA campus, stopping for pick-up and drop-off at numerous locations,

including the Brentwood School's Veterans Center for Recreation and Education (VCRE). Additionally, they offered a Wednesday Shuttle just for veterans at 209 for direct transportation into Westwood, which offers many opportunities for shopping and recreation.

In the coming years, Brentwood Schools plans to do even more as new buildings are slated to open on the campus in 2023. Buildings 205 and 208 -- the sister programs to the existing Building 209 -- will provide an additional 122 units of veteran housing.

"We are providing move-in kits for all new units, and many of our students, faculty, and staff have dedicated time, effort, and care to put these together," said Lyons. "We want to help make each new veteran resident feel at home and welcomed the minute they walk into their new place. We can't wait to get to know them more once they settle in!"

The generous support of Brentwood School will have a tremendous impact on the hundreds of veterans who are living -- and who will live -- on the Veterans Affairs Campus in West Los Angeles. We are deeply grateful to the staff, students, and leadership for their continued support of the men and women who have bravely served our country.

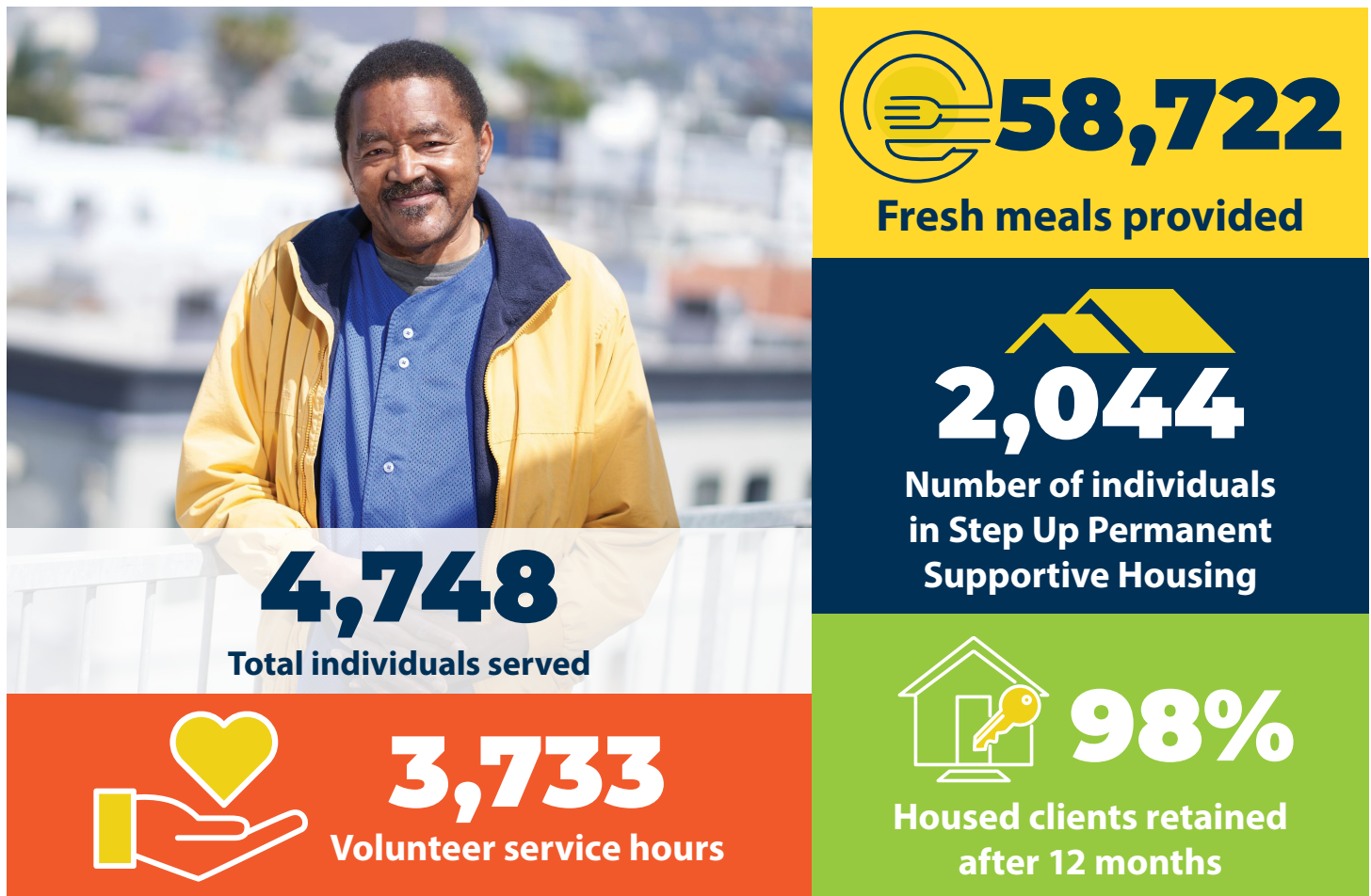


National Impact

We believe that our annual impact, overall growth and member demographic tell us where we are succeeding and where we have more work to accomplish. So we spend countless hours quantifying this information to know the best direction forward. We report on housing, supportive services, and vocational activities delivered throughout California, Georgia, Tennessee, Florida, and North Carolina. This fiscal year, the total number of individuals housed increased by 10%, while overall services expanded exponentially over all regions.

Step Up was an early adopter of the evidence-based Housing First philosophy, used to ensure that members are offered safe and supportive housing without restrictions. People who are experiencing homelessness are linked with stable housing as quickly as possible without any preconditions such as sobriety, medication compliance, or other requirements. This approach keeps individuals out of emergency departments, inpatient hospitals, psychiatric centers, detoxification programs, and jails that would otherwise result in high public costs and poor health outcomes including premature death (Latimer, et al., 2019). In fact, over 98% of members that are placed in Permanent Supportive Housing at Step Up remain housed after a 12-month period. This significantly reduces the cost of homelessness and the cost to society, in some cases by as much as 75%. Thanks to our partners and supporters, over 2000 individuals are now housed and thriving.

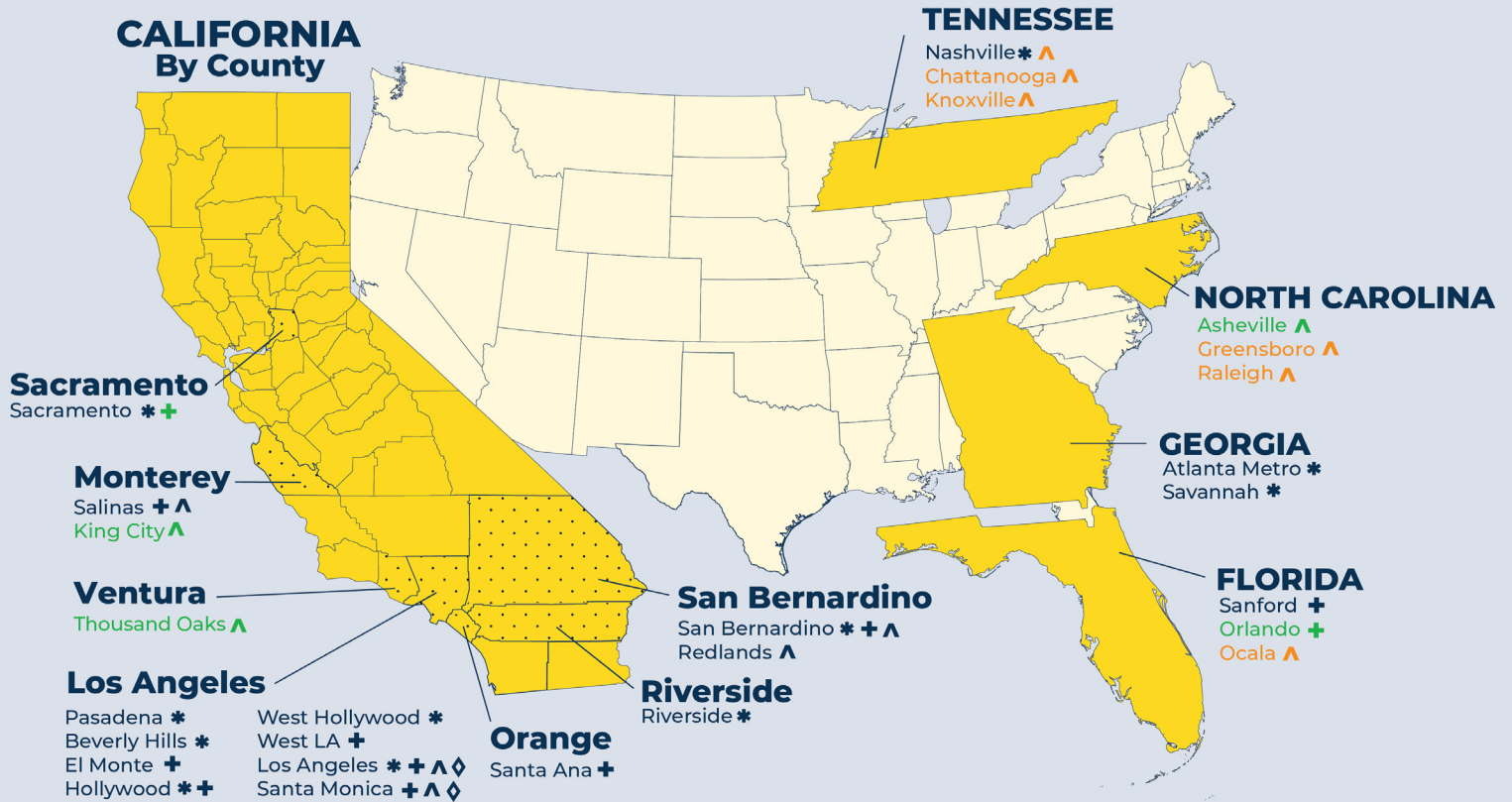
In FY 2021-2022, Step Up provided services to over 4,700 members and housing to more than 2000 individual: 38% were housed in Greater Los Angeles, 14% in the Inland Empire, 7% in Sacramento and Monterey counties, and 41% in the Southeast region.



*Numbers indicated above are as of June 30, 2022

Step Up Locations

Across the Nation



LEGEND

- ^ Motel Conversions
- ◇ Acquisition/Rehab
- + Permanent Supportive Housing Developments
- * Scattered Sites
- Coming Soon
- Under Consideration

Step Up

Housing and Service Delivery Impact

California

Founded in California, Step Up continues to see significant growth throughout the state. Public-Private partnerships have continued to fuel motel conversions, allowing us to create housing faster and more effectively than ever. Combined with comprehensive wraparound services, we are seeing significant improvements rate of recovery among our members served.

Northern California

The Sacramento office has been kept busy with an expanding portfolio: The team now manages temporary housing at four separate sites around the city, totaling approximately 200 units with more on the way. Within 18 months of opening, Step Up's Sacramento program celebrated its "100th person housed," speaking to the need for housing solutions in the area. As such, Step Up continues to look for ways to broaden and expand services to meet the demand for permanent supportive housing and comprehensive case management supports. Step Up is quickly becoming a recognized and trusted partner, assisting the unhoused and unsheltered in California's capital city.



Central California

Step Up in Salinas opened in Monterey County in December 2020 and is currently providing permanent supportive housing for 103 individuals who were previously experiencing chronic homelessness and serious mental health conditions. Step Up's footprint continues to expand in the region with three new properties in development in Monterey County - two in Salinas and one in King City. Expected to open in 2023, the three buildings will offer an additional 149 units of permanent supportive housing.

Greater Los Angeles

FY 21-22 was one of significant growth for Step Up in the Greater Los Angeles area. The year saw the opening of two major housing developments: Step Up on Western and The Plaza Ortiz. Step Up on Western (32 units) was developed as a motel conversion project through Step Up's innovative model of public-private partnerships. Meanwhile, The Plaza Ortiz (52 units) was opened in partnership with the Cesar Chavez Foundation. Both developments provide high-quality permanent supportive housing and comprehensive wraparound services. Additionally, progress continues on several new developments throughout the region including Buildings 205 and 208 on the West LA VA Campus, Step Up on West 3rd, Step Up on Broadway, and Daniel's Place (Transition Age Youth drop-in center). These new developments are expected to open in 2023.



Inland Empire

Step Up has been a major source of relief for the many individuals experiencing chronic homelessness and serious mental health issues on the streets of San Bernardino and Riverside Counties. In FY 2021-2022, Inland Empire programs engaged over 2,300 members, connecting them to supportive housing, behavioral health services, medical services, employment, education, and mainstream benefits. Step Up's mental health services in San Bernardino expanded by over 171% during the year while our medical enhanced case management programs grew by approximately 514% from 160 members in 2021 to 560 (51%) by the end of the fiscal year. Step Up continues to identify gaps and develop programs that are innovative in meeting our members' unique needs.

Housing and Service Delivery Impact

Southeastern U.S.

Opened in 2019, Step Up's Southeast programs have expanded to include 12 housing support and outreach teams in Georgia, Florida, and Tennessee. On the horizon are new opportunities to serve unhoused members experiencing chronic homelessness and serious mental health issues in North Carolina.

Georgia

In 2021-2022, Step Up expanded from the Metro Atlanta area to include Savannah, GA and the surrounding 34 counties. Since opening our doors in 2019, our Georgia teams have provided supportive services to 1078 individuals and housed a total of 589 previously homeless members. In fiscal year 2021-2022, our housing support teams worked to house over 170 members. Of those, 34 of our members were able to move into permanent supportive housing with their families. In total, with the combination of heads of households and their dependents, our teams successfully moved over 260 individuals out of homelessness.

Florida

In collaboration with Wendover Housing Partners, Step Up has provided services for over 150 residents in the Warley Park permanent supportive housing community in Sanford, Florida. The first of its kind in Central Florida, residents have access to case management services provided by our onsite team, a community garden, technology and activity rooms, events hosted by community partners, and many other social and supportive amenities. Step Up and Wendover are continuing their partnership and are currently developing a second housing location in Orlando, FL, set to come online in 2023. Step Up has also deployed outreach teams in Seminole and Orange counties, providing outreach and navigation services to over 205 people experiencing homelessness.



Tennessee

Our Nashville Team oversees the Shelter Plus Care Voucher project and a Rapid Rehousing program that provides vouchers and support to unhoused persons. Through the Rapid Rehousing project, the team successfully housed over 50 individuals, including seven families! They currently provide continuum of care and case management services to over 80 individuals in the greater Nashville area.

North Carolina

Collaborating with the City of Asheville and Shangri-La Industries, Step Up is converting a blighted Asheville motel into 115 studio apartments dedicated to unhoused veterans and others experiencing chronic homelessness in the area. The site will include both Step Up and Veterans Affairs staff providing intensive on-site support services. The development is set to open in the fall of 2023.

Donor Appreciation

Thank You!

There are no words to express our deep appreciation for the kindhearted generosity from all of our supporters. Your trust and investment help to ensure that thousands of individuals across the country who are experiencing homelessness and mental health conditions will have a safe place to call home and access to the comprehensive case management services needed to recover and thrive. Your support is truly lifesaving and we can't thank you enough!

Ambassador (\$500,000 - \$999,999)

Anonymous (2 donors)

Benefactor (\$100,000 - \$499,999)

Anonymous (5 donors)
The Carl & Roberta
Deutsch Foundation
The Home Depot Foundation
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Village for Vets
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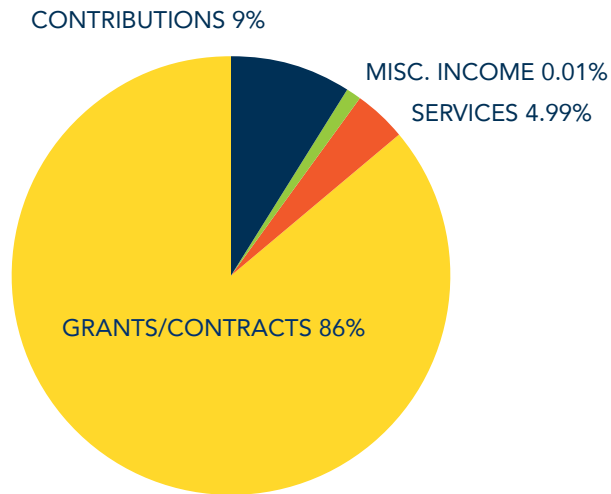


A woman with dark hair, wearing a white button-down shirt and black pants, is smiling and standing in front of a lush green hedge with several white flowers. The background shows a white building and trees.

**“Thank you
for helping
me change
my life!”**

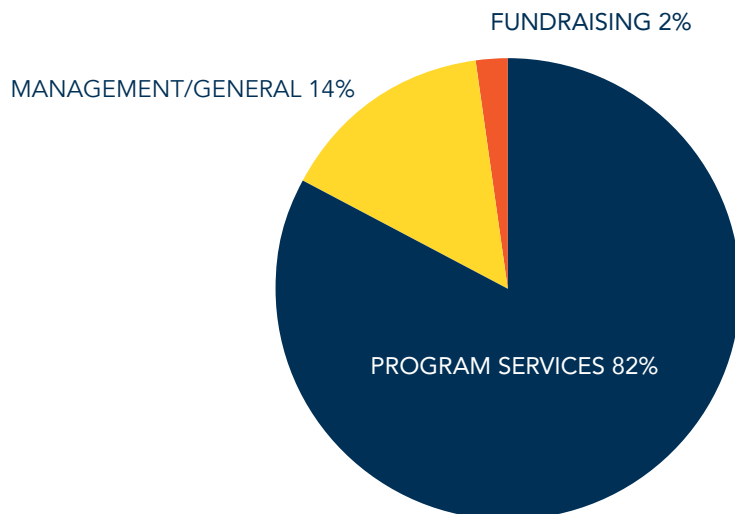
*- Michelle,
Step Up Member*

PUBLIC SUPPORT & REVENUE



Grants/Contracts	\$34,604,006
Contributions/Fundraising	\$3,687,221
Services	\$2,167,950
Misc. Income	\$3090

FUNCTIONAL EXPENSES



Program Services	\$32,182,105
Management/General	\$6,147,622
Fundraising	\$1,026,167

Leadership

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"We know what to do, and we know how to do it. We just need a lot more of it."

- Philip F. Mangano, Founder and CEO of American Round Table to Abolish Homelessness

