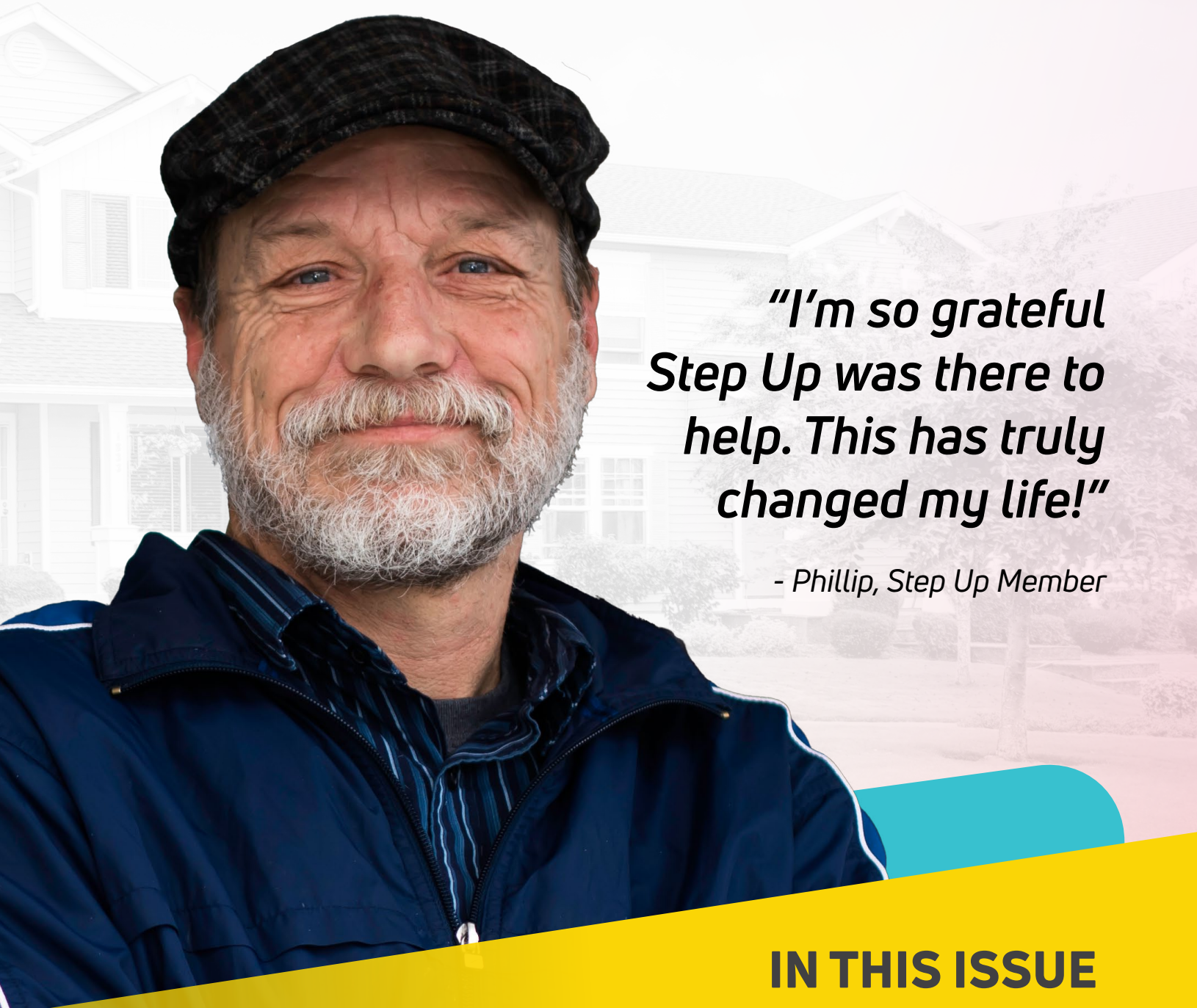


MARCH 2024



THE NEXT STEP

The Power of Housing, Hope, and Healing



"I'm so grateful Step Up was there to help. This has truly changed my life!"

- Phillip, Step Up Member

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FROM THE DESK OF **TOD LIPKA** PRESIDENT & CEO



2024 marks Step Up's 40th anniversary, and we are celebrating it on the foundation of an incredible 2023. This past year, Step Up experienced tremendous growth as we worked diligently to open several new housing developments and expand programs and services. We celebrated the grand opening of Daniel's Place (young adult services) in its new home in West Los Angeles, the grand opening of two permanent supportive housing developments for veterans on the West Los Angeles Veterans Affairs Campus, and the opening of several other permanent supportive housing developments in Los Angeles and the Inland Empire. Altogether, these new developments effectively ended homelessness for nearly 400 people!

With the addition of these new housing developments, Step Up was able to provide housing and support to even more individuals, families, young adults, and veterans in 2023. More than 5,400 people were served by our programs throughout the country and Step Up housed more than 2,800 people who were previously experiencing homelessness. Through it all, we maintained a 97% housing retention rate, meaning that 97% of the people housed through Step Up remain housed after one year, far exceeding industry benchmarks.

This incredible impact would not be possible without the support of our generous donors and community partners like you! As we celebrate 40 years of building hope and transforming lives, we look to 2024 with gratitude and optimism. While rates of homelessness continue to rise throughout the country, your support helps to ensure that permanent supportive housing and comprehensive case management services will continue to be available to all those who need it.

Tod Lipka, President & CEO

YEAR IN REVIEW: 2023 IMPACT



SERVED
5,490
MEMBERS



OPENED
FIVE NEW
HOUSING
DEVELOPMENTS



ENDED
HOMELESSNESS
FOR MORE THAN
2,873 PEOPLE



ACHIEVED A
97%
HOUSING
RETENTION
RATE

“ I cried like a baby when they told me there was a spot for me. I’m so grateful for this apartment. ”



PHILLIP'S STORY OF COMING HOME

“ It means so much to have someone who cares about you. I was lost out there and the support from Step Up really helped. ”

For nearly a decade, Phillip experienced homelessness. But if you saw him during this time, you might not be able to tell. He worked regularly, showing up every day on time, tools in hand, and ready to go.

However, at the end of the shift, Phillip's life looked much different from that of his housed coworkers. Instead of going home to a warm bed and hot meal, Phillip would look for the least dangerous place to hunker down for the night.

“Being homeless was really lonely,” said Phillip. **“I avoided the areas where other homeless people were because they didn't feel safe. I was by myself most of the time.”**

Phillip's makeshift shelter of choice was usually a storefront stoop or in a sidewalk alcove. For a while, he even slept in an abandoned car. Each night he would crawl into his mummy sleeping bag, zip the hood up tight, and shut the world away for a few hours – until it was time to get up and go to work the next day.

For eight years this was Phillip's reality. A Southern California native, he traveled throughout the Southeast – following work but never earning enough to pull himself out of homelessness.

After years of living unhoused in cities like San Diego, Scottsdale, and Phoenix, Phillip made his way back home to Redlands, California. Before long he heard about a new housing opportunity opening in his community -- one that might finally give him the stability to get back on his feet.

“I called every single Friday for months to see if they had a spot for me,” said Phillip. **“But honestly I never expected it. Then one day they called back and said there was an opening. I cried like a baby when they told me.”**

After moving into his new apartment home, Phillip received a host of supportive services to help him start rebuilding his life. He started meeting regularly with a therapist and case manager. He began to get his health -- and his life -- back on the right track.

Today, Phillip is approaching his one year anniversary of living in his new home. He has since taken up painting and volunteering, and has started interviewing for his next job. But he's most excited to have adopted his new best friend -- a rescue dog named Goldie.

“I'm so grateful that Step Up was there to help,” said Phillip. **“This has truly changed my life for the better.”**



You can help more people like Phillip find housing, hope, and healing.

LEARN HOW AT
stepup.org/waystogive



LEARN MORE



about Step Up's innovative supportive services at stepup.org

INTEGRATING CARE FOR BETTER OUTCOMES

New program in California coordinates housing, healthcare, and other supportive services

Housing and healthcare go hand-in-hand, and for many people experiencing chronic homelessness, both are necessary to live a safe, stable, and healthy life. Step Up is partnering with healthcare providers across the state through the CalAIM program to improve access to services that meet both of these needs. So far thousands of our unhoused neighbors in California have benefited.

Launched in 2022, the ECM/ILOS partnership provides a dual service to more than 1,400 Step Up members experiencing chronic homelessness and serious mental health disorders. The Enhanced Care Management (ECM) program, delivered in conjunction with local health insurance companies, connects members with a primary healthcare provider. Meanwhile, the Community Supports

In Lieu of Services (ILOS) program provides housing navigation and other supportive services.

Step Up is one of the few providers in the state to offer both programs concurrently. The result is that members work with one service coordinator, building trust and rapport to more effectively meet all of their needs. With both housing and healthcare being addressed at the same time, instances of emergency room use, police calls, and other first responder interactions are significantly reduced.

More than 22% of unhoused people in America meet the conditions for chronic homelessness -- experiencing homelessness for at least a year (or repeatedly) while also struggling with a disabling condition such as a serious mental illness, substance use disorder, or physical disability. Integrated care programs, like ECM/ILOS are paving the way for a new era of more effective solutions to keep more people healthy and housed.



ECM/ILOS has helped reduce emergency room use by more than 90% amongst members, maintains 100% outpatient follow-up, and ensures that more than 95% of members are connected to primary care.

EXPANDED HOMELESS OUTREACH

PARTNER SPOTLIGHT: SAN MANUEL BAND OF MISSION INDIANS

An innovative partnership in the Inland Empire is proving to be an effective new strategy in the battle against homelessness. Step Up has teamed up with the San Manuel Band of Mission Indians to deliver an Expanded Homeless Outreach program in underserved areas in Highland and San Bernardino. Within its first year of operation, the program provided services to over 500 individuals and connected nearly 200 with permanent housing programs.

The Expanded Homeless Outreach program works collaboratively with local businesses and police departments to identify individuals in need of outreach services. Step Up's compassionate staff then work with these individuals to connect them with housing navigation, mental health treatment, permanent supportive housing, and other community supports.

"The Expanded Homeless Outreach program has made a significant impact on the homelessness issue in the San Bernardino and Highland communities," said Tod Lipka, President & CEO of Step Up. **"We are grateful for the San Manuel Band of Mission Indians' partnership in providing compassionate support to people experiencing homelessness and serious mental health disorders."**

Comprehensive outreach services are made possible by the \$500,000 grant provided by the San Manuel Band of Mission Indians during their 2023 grant cycle. These services support unhoused individuals and families including those experiencing chronic homelessness, mental health conditions, and those living unsheltered in underserved communities.



HELP TRANSFORM LIVES

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\$250

\$500

\$1,500

\$2,500

\$5,000

IN-HOME VISIT SPONSOR

Provides one in-home visit from a psychiatrist or nurse for medical support.

HOUSE-WARMING SPONSOR

Provides one Welcome Home Kit full of household supplies for a new member.

OUTREACH SPONSOR

Provides one week of outreach by a master's level clinician or social worker.

HOUSING FIRST SPONSOR

Provides housing security deposit and household supplies.

WELCOME HOME SPONSOR

Covers all initial housing costs for a member including first and last month's rent and household supplies.



STEP UP

CELEBRATING 40 YEARS

1460 4th Street, Suite 200
Santa Monica, CA 90401



“ The support I received from Step Up was so helpful. To have even one person caring about me made a huge difference. ”

Phillip experienced homelessness for nearly a decade -- sleeping on store front stoops, in sidewalk alcoves, and even once in an abandoned car. Despite working consistently during that time, he was never able to earn enough to effectively maintain safe and stable housing.

That all changed when Step Up opened a new permanent supportive housing development in Phillip's community. After becoming a Step Up member he was able to access the housing and supportive services he needed to get his life back on track.

**READ MORE OF PHILLIP'S
STORY INSIDE**

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