"Responding to Homelessness on Our Doorsteps"

Presenting Organizations, Websites and Other Resources:

Call 311 – Homeless Issues (All Matters)

http://www.sf311.org/index.aspx?page=415

Coalition on Homelessness (The Coalition on Homelessness is comprised of homeless people and allies who have been organizing together since 1987 to expand access to housing in one of the richest cities in the country, to protect the rights of the poorest people in our society, and to create *real* solutions to contemporary homelessness).

415-346-3740

http://www.cohsf.org/

Department of Housing Opportunity, Partnerships & Engagement (HOPE) HOPE's role is to find ways to improve outcomes for individuals in all forms of city sponsored housing-including shelters, supportive, public and affordable housing.

415-554-5646

http://www.sfmayor.org/index.aspx?page=907

The Gubbio Project (The Gubbio Project seeks to create a safe place for homeless neighbors who find refuge in St. Boniface Church).

415-861-5848

http://thegubbioproject.org/

Hamilton Family Center (Hamilton Family Center was established in 1985 and has become one of the largest providers of shelter, eviction prevention assistance, rapid re-housing, youth programming, and support services to homeless families in San Francisco).

415-409-2100

https://hamiltonfamilycenter.org/about-us/contact-us/



Mission Neighborhood Resource Center (The Mission Neighborhood Resource Center (MNRC) advocates for housing and resources to enhance the physical, social, emotional and economic health of homeless residents in the 16th street corridor and surrounding Mission neighborhood). 415-869-7977

http://www.mnhc.org/community_programs/mission-neighborhood-resource-center/

The Salvation Army

Trey Hiller/415-933-5265 trey.hiller@usw.salvationarmy.org

http://www.tsagoldenstate.org/

San Francisco Department of Public Health

https://www.sfdph.org/dph/default.asp

San Francisco Free Help Charts (11 charts to help find free food, shelter, medical aid, & help with neighborhood problems in San Francisco) http://www.freeprintshop.org/

San Francisco Homeless Outreach Team (SFHOT) SFHOT is a collaboration between CATS, the San Francisco Department of Public Health (DPH), and the Human Services Agency (HSA), targeting chronically homeless adults on the streets of San Francisco that are high-risk, hard-to-reach and typically do not seek services. SFHOT Case Managers, Engagement Specialists and Senior Engagement Specialists build a rapport with homeless adults and then connect them with needed services.

415-734-4233

http://www.catsinc.org/san-francisco-homeless-outreach-team--sfhot-.html

San Francisco Homeless Resource

http://sfhomeless.wikia.com/wiki/San Francisco Homeless Resource

San Francisco Mobile Crisis Treatment Team (The San Francisco Behavioral Health Plan offers a full range of specialty Behavioral health services provided by a culturally diverse network of community Behavioral health programs, clinics and private psychiatrists, psychologists, and therapists. Most people seeking behavioral health services need only basic counseling services. For those who are in need of more extensive treatment, the S.F. Behavioral Health Plan offers an array of services). 415-970-4000

https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp

St. Anthony Foundation

415-241-2600

http://www.stanthonysf.org/contactus/

Swords to Plowshares (Swords to Plowshares is a community-based, not-for-profit veteran service organization that provides wrap-around care to more than 3,000 veterans in the San Francisco Bay Area each year. They are committed to helping veterans break through the cultural, educational, psychological and economic barriers they often face in their transition to the civilian world).

415-252-4788

http://www.swords-to-plowshares.org/

Veterans Health Administration

1-877-424-3838 (1-877-4AID-VET) 415-281-5100 (SF VA Downtown Clinic)

http://www.va.gov/homeless/

http://www.sanfrancisco.va.gov/

City and County of San Francisco

Edwin M Lee, Mayor

Human Services Agency

Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

San Francisco Homeless Family Emergency Shelter System

Family Emergency Shelter Call in System

The Hamilton Family Emergency Center, 260 Golden Gate Avenue, provides emergency one-night beds for families. All families are required to call the:

Hotline Phone Number: 415-292-5228 at 11:00 am SHARP

Call Monday through Friday to obtain emergency, overnight beds for that night and for weekend/holiday nights. If line is busy, redial until a staff person answers.

Alternate Shelters (if beds are not available at the above center)

First Friendship Family Shelter – The shelter is open from 3:00 pm to 7:00 am, each night of the year at First Friendship Church, 501 Steiner Street at Oak Street. **Providence Shelter** - Families may seek shelter on a first come, first served basis at the Providence Shelter, 1601 McKinnon Avenue at the corner of Mendell Street. The shelter is open from 9:00 pm to 7 am each night of the year.

Family Shelter Waiting List System

Compass Connecting Point is the centralized intake agency for the Family Shelter System. Families are requested to call the following number for placement on the family shelter waiting list:

1-855-234-COMP (2667)

Compass Connecting Point provides case management and referrals to many family resources such as rental assistance, food assistance and parenting workshops.

Eligibility Criteria for Family Shelters (for intake and for shelter stay):

o Homeless families consisting of 1 or more adult caretakers (must be 18 or over) and one or more minor children (under 18 years of age).

01

- Pregnant women in their third trimester or in their fifth month of a high risk pregnancy
- Families are not eligible if they have had an incident of domestic violence in the last 30 days, are fleeing gang activity or are in an imminently dangerous situation that might cause harm to themselves and shelter families and staff.

Supportive Services Available for Families

Homeless Prenatal Program (HPP)

415-546-6756

2500 18th Street, San Francisco, CA

HPP provides housing search and move-in assistance, mental health services, substance abuse treatment services, job skills training, parenting classes and immigration services.

Revised 8-5-13

HOMEWARD BOUND PROGRAM

<u>The Mission</u>: S.F. Human Services Agency and Community Awareness & Treatment Services have joined to provide a special service to eligible persons who want to return to their families or home communities. Homeward Bound can help you get off the street and back home.

<u>Location</u>: Go to 1235 Mission St., between 8th and 9th Streets, and ask for the Homeward Bound or "Bus Ticket Home" table.

Days & Hours: Monday through Friday, 9:00 AM - 11:00 AM

Requirements:

- You must have a contact person at your destination who confirms an initial place for you to stay.
- You must have no active parole or probation, or active arrest warrants.
- You must be healthy enough to travel.
- Your destination must be within the continental United States.

Services Provided:

- One way bus ticket to your destination.
- Travel/food allowance of \$10 per day based on your travel time.

You will usually be on a bus home on the same day.

For information call <u>415-846-8639</u> or <u>415-533-3475</u>

3/6/2013



Behavioral Health Assisted Outpatient Treatment

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EMERGENCY PSYCHIATRIC SERVICES

If there is a significant medical or psychiatric emergency, call 9-1-1

Mobile Crisis
415-970-4000
8:30 am - 11:00 pm Monday-Friday;
12:00pm - 8:00pm Saturday and Holidays
*will assist with crisis assessment on site

Psychiatric Emergency Services (PES)
San Francisco General Hospital
1001 Potrero Avenue
415-206-8125
24 hours, 7 days/week

San Francisco Suicide Prevention 415- 781-0500 24 hours, 7 days/week Peer support and suicide assessment

URGENT PSYCHIATRIC SERVICES

Westside Crisis
415-355-0311
245 11th Street
8:00 am - 6:00 pm Monday- Friday;
9:00 am - 4:00 pm Saturday
*accepts drop in's

Dore Urgent Care
52 Dore Street
415-553-3100
24 hours, 7 days/week
*Requires referral from mobile crisis, mental health provider, PES, police department

TREATMENT ACCESS PROGRAMS

Mental Health and Substance Abuse Treatment
Behavioral Health Access Center (BHAC)
and Treatment Access Program (TAP)
1380 Howard Street, 1st Floor
415-255-3737
8:00 am- 5:00 pm (Monday – Friday)
* provides assessment for treatment
* 24 hour hotline available at 415-255-3737 or
888-246-3333 (TDD: 888-484-7200)

FAMILY AND PEER SUPPORT

National Alliance on Mental Illness (NAMI) 415-905-6264 www.namisf.org



RESOURCES FOR ASSISTING FAMILIES WHO ARE HOMELESS IN SAN FRANCISCO

IF THE FAMILY DOES NOT HAVE ANYWHERE TO STAY TONIGHT:

• CALL HAMILTON FAMILY EMERGENCY CENTER:

(415) 292-5228 AT 11:00AM SHARP MON – FRI

- HFEC has 46 emergency beds (for stays up to 60 days) that are given to families on a
 first come, first serve basis through a weekday call-in process (Families who get beds
 on Fridays may keep them for the weekend). HFEC also provides 3 meals a day, case
 management and children's services.
- If no beds are available at 11:00am, call back at 5:00 pm to see if there were any beds that were not claimed
- ALTERNATE SHELTER IS AVAILABLE THROUGH PROVIDENCE FOUNDATION.
 - Families may go to FIRST FRIENDSHIP FAMILY EMERGENCY SHELTER at:
 501 STEINER ST. @ OAK ST. BETWEEN 3:00PM 6:00PM to reserve space.
 PROVIDENCE also has space for families at their shelter at:
 1601 MCKINNON AVE @ MENDELL ST.

IF THE FAMILY NEEDS A LONGER TERM SHELTER STAY (3 TO 6 MONTHS):

- CALL COMPASS CONNECTING POINT AT 1-855-234-COMP (2667) to get on the City's centralized wait list for family shelter at Hamilton Family Residences, Compass Family Shelter or Catholic Charities' St. Joseph's Shelter.
- CONTACT RAPHAEL HOUSE To get information about their residential shelter program at: (415) 345-7237 (English) or (415) 345-7233 (Spanish)

IF THE FAMILY NEEDS SUPPORTIVE SERVICES

Such as referrals for mental health services, substance abuse treatment services, job skills training, parenting classes, immigration services and basic needs:

- IF STAYING AT HFEC OR A 3 TO 6 MONTH SHELTER, SPEAK WITH THE CASE MANAGERS THERE
- Services are also provided by:
 - HOMELESS PRENATAL PROGRAM (415) 546-6756 / 2500 18TH STREET
 - COMPASS FAMILY RESOURCE CENTER 1-855-234-COMP / 995 MARKET ST., 5TH FL.

RESOURCES FOR TRANSITIONAL HOUSING:

- Families who are homeless and have multiple barriers to housing such as histories of substance abuse, reunification with children, immigration issues and short-term mental health issues may be eligible for a longer-term (12-24 months), more intensive transitional housing stay.
- Transitional housing assists families to rebuild family stability prior to obtaining permanent housing, in order to support long term permanent housing and family cohesion
- Families must be referred by a case manager to apply for the following transitional housing programs:
 - HAMILTON FAMILY TRANSITIONAL HOUSING CONTACT (415) 409-2100 FOR INFORMATION
 - COMPASS CLARA HOUSE CONTACT A COMPASS CONNECTING POINT COUNSELOR AT (415) 644-0504 OR 1-855-234-COMP (2667)

RESOURCES FOR HOUSING SOLUTIONS:

- HAMILTON FAMILY CENTER'S FIRST AVENUES PROGRAM CAN HELP FAMILIES SEARCH FOR AND MOVE INTO PERMANENT HOUSING WITH:
 - Housing counseling, search and applications assistance
 - Move-In Assistance (deposits; first/last month's rent; furniture)
 - Shallow rental subsidies for market rate and affordable housing (3 24 month rental subsidy based upon family's rent to income ratio; includes home-based case management with the goal of transitioning the family to independence)
 - Families may apply for these services through their Case Manager (if in shelter or on the Connecting Point waitlist) or go to First Avenues at 255 HYDE ST.
 - SFUSD Hotline to directly and quickly connect with families with children in SF schools who are experiencing or at-risk of experiencing homelessness: (415) 614-9060 x103 or SFUSD@hamiltonfamilycenter.org
 - SFHOME, a collaboration of Compass Family Services and Catholic Charities CYO, also has a family shallow rental subsidy program. Contact Compass Connecting Point at (415) 644-0504 or 1-855-234-COMP (2667)

FAMILIES WHO ARE AT RISK OF EVICTION:

- CALL FIRST AVENUES' EVICTION PREVENTION HOT LINE AT: (415) 614-9060 X105
 - Families residing in San Francisco who are facing eviction due to inability to pay rent may receive financial eviction prevention assistance through Hamilton Family Center's First Avenues program if they have a 3 or 10 day notice and can pay their rent going forward.
 - Families in market rate housing who are paying more than 70% of their income toward rent may also be eligible for a shallow rental subsidy if they have a plan to increase their income or reduce their rent burden.
- Other agencies that provide support around Eviction Prevention include:
 - o Catholic Charities (415) 972-1301 990 Eddy St.
 - o Glide Seasons of Sharing (415) 674-6032 330 Ellis Street
 - St. Anthony's Seasons of Sharing (415) 241-2600 121 Golden Gate Ave.
 - o Eviction Defense Collaborative (415) 947-0797 995 Market St, #1200



First Avenues Program Overview

The mission of Hamilton Family Center is to break the cycle of homelessness and poverty. Through a Housing First approach, HFC provides a continuum of housing solutions and comprehensive services that promote self-sufficiency for families and individuals, and foster the potential of children and youth. In July 2006, HFC launched a city wide Housing First Initiative called First Avenues: Housing Solutions for Families. First Avenues' primary focus is to return families to independent living and to assist families and individuals to maintain their housing. First Avenues assists families with addressing housing barriers, such as; eviction and credit problems, locating and securing rental units, and accessing available resources for rental and move-in assistance, and short-term rental subsidies. Families applying for First Avenues financial assistance grants and/or residing in a San Francisco shelters may access the housing services from a First Avenues Homeless Prevention Case Manager including; Bay Area housing search, linkage to fair market housing, linkage to affordable, subsidized, permanent supportive housing, Housing Authority waitlists, etc, housing application assistance, housing advice and counseling, landlord/tenant assistance, address obstacles such as bad credit and history of eviction, access credit reports, deposit and move-in assistance, application to short term rental subsidies, for those whom are eligible.

First Avenues Programs:

Move-In Assistance Once housing is secured, First Avenues will provide a qualifying family with a grant towards deposit and/or first month's rent. First Avenues Move-In Assistance grants are one-time only. Deposits can be accessed for housing located both in and outside of San Francisco. Families who receive this move-in grant receive 12 months of home-based support services*.

Eligibility Criteria:

- Family unit with legal custody of minor children
- Homeless, must provide appropriate documentation i.e. Certification of Homelessness
- Moving within or from San Francisco.
- Family has sufficient resources to pay monthly rent

Rental Subsidy Program- The First Avenues Rental Subsidy Program is targeted towards working families in San Francisco. Families may be in shelter or in housing on the verge of homelessness. The Rental Subsidy Program provides eligible families with monthly rental assistance for 3-24 months. Families must demonstrate an ability to increase their income by at least the amount of the subsidy and recertify quarterly for eligibility, need and progress. This subsidy is used to enhance each family's employment goals and maintain their housing goals as they move towards self-sufficiency. Families pay 50% of their monthly income towards rent and the rental assistance maximum per family is \$800 per month. The rental subsidy is only applicable to market rate and affordable housing options; it cannot be applied to subsidized options like housing authority where the family's rental amount is determined by a percentage of their income. Families enrolled in this program receive home-based support services* for the duration of their financial assistance.

Eligibility Criteria:

- Family is living in a shelter or transitional housing program in San Francisco or is housed in San Francisco and at risk of losing their housing;
- Have a household member who is working part or full-time, and/or families on Cal Works who are transitioning into work;
- If the family did not receive the subsidy they would be paying over 50% of their income toward rent;
- Income must be less than 35% AMI in San Francisco;
- Family has the ability to increase their monthly income and take over the full rent by the end of the program term.

*First Avenues financial assistance grants for subsidies and move-in expense come with at least a year of **Home Based Support Services**. The Home Based Case Manager's role is to support the family in their transition to their new housing and community and to connect them to vital resources. The primary focus of Home Based Support Services is to assist enrolled families to retain their housing and to remain stably housed. Some of the services offered by the program are:

- Referral and Linkage to community resources
- Income & Employment plan
- Money Management: budgeting and financial planning
- MUNI fast passes; school uniforms, and backpacks for school aged children attending SFUSD public schools.
- Bi-Monthly Food Box distribution
- Birthday gifts for children
- Advocacy (i.e.: children services, child care, school)
- Landlord/Tenant Mediation

Eviction Prevention Program-First Avenues Eviction Prevention assistance is a one time, maximum \$1,500 grant to families and individuals facing imminent eviction and subsequent homelessness. The grant must prevent an eviction and avert the family or individual from entering shelter. First Avenues Eviction Prevention targets households who are at risk of eviction and who would be able to retain their housing with one-time rental assistance. Households receive follow up phone calls to ensure that they have remained stably housed.

Eligibility Criteria:

- Must have a legal lease
- W-9 from the landlord (or can obtain one from the landlord)
- Eviction Notice (within 30 days)
- Ability to pay rent forward.

Households need to call the Eviction Prevention Hotline at 415-614-9060 ext. 105. Listen to the voice prompt and leave a message with the required information. First Avenues staff checks the Hotline every week and return as many calls as possible.

Partner agencies that also offer Eviction Prevention assistance include:

- Catholic Charities 415-972-1301
- Eviction Defense Collaborative 415-947-0797
- Season of Sharing Fund @ Glide 415-674-6032 or @ St Anthony's 415-241-2600



Hamilton Family Transitional Program **Program Information**

In February of 2000, Hamilton Family Center opened its newest facility, a transitional housing program. The Hamilton Family Transitional Housing Program, designed to help homeless families to address the root causes of their homelessness and transition to independent living, offers private living accommodations and comprehensive support services for up to 18 months. The new facility, located a few blocks from our emergency shelter, consists of two four story buildings, with 20 units total, stretching from Fell Street to Hayes Street with a courtyard in between. Families participate in a structured curriculum, including:

Residential Living: All families have private living units with private baths. Fell Street units have private kitchens while Hayes Street units have access to communal kitchens. There is a community room, which creates a place for families to relax, socialize, watch television and work on homework. On-site laundry facilities are available at minimal cost.

<u>Case Management:</u> All families receive comprehensive case management, characterized by the development and implementation of Family Action Plans, which will help families mobilize their resources to return to economic independence and stable housing. Through their Action Plans, families concentrate on issues such as income and benefits, savings and money management, vocational and educational plans, medical and mental health, children's development, substance abuse, domestic violence, parenting, credit repair, and legal matters.

<u>Children's Program:</u> Daily structured activities provide children with educational and recreational enrichment, enhance their socialization skills, and build self-esteem. We have a tutoring program, an after school center for school age children, a school placement and progress program, and a recreational program for the evenings that includes time for free play as well as structured activities.

Family Development: Concentrates on assisting the families build on their strengths and to identify areas in which they need support. Family literacy, nutrition, parent support and meal preparation classes, and other general family activities are a few of the key areas.

Employment Development/Job Retention: This program focuses on building the employability and career advancement opportunities of adult participants of the Transitional Housing Program. This component of Transitional programming works with participants prior to and during employment, focusing on placement, workplace adjustment skills, job retention, and transition strategies.

<u>Aftercare Services:</u> The housing portion of this program assists families with meeting their most fundamental need: securing permanent housing. Regular workshops address budgeting issues, credit amelioration and general housing search support and listings. Hamilton staff members work with families to clear eviction and credit problems and secure rental units. The aftercare program provides families with on-going support once they leave the Transitional Housing Program. This includes contact home visits, material assistance, access to outside support services, and invitations to events and workshops for a full year.

HOMELESS EMERGENCY SERVICES CHEAT SHEET

1. Emergency Shelter (everything fills up but may get lucky)

Families:

First Friendship at the corner of Fell and – best to get there by 3:00, no later then 8 <u>Single Adults</u>

MSC-South at 5th and Bryant has 24 hour drop-in and shelter reservations

2. Mental Health Crisis

Call 311 and ask for Mobile Crisis

Bring to Progress Foundation Dore Alley - corner of Dore Alley and Folsom

3. Drop-in Center

165 Capp Street - men and women

Oshun – pink building at Mission and 13th – WOMAN only, 24 hours!

4. Hot Food

Lunch time – St. Anthony on Golden Gate x Leavenworth

5. Substance Abuse Treatment

Central access is located at 1380 Howard Street x 10th

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Lunch time – St. Anthony on Golden Gate x Leavenworth Glide Memorial – Ellis and Taylor

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Coalition on Homelessness, San Francisco

Fact Sheet on Homelessness

<u>Homelessness is not a lifestyle choice—it is the result of extreme poverty.</u>

- Since 1976, the Housing and Urban Development (HUD) department's total budget has dropped by more than \$45 billion per year, with the biggest drop occurring between 1980 and 1983 (*National Low Income Housing Coalition*, 2001).
- The average rent in San Francisco for a studio apartment has now reached \$2,200, far exceeding a service sector employee 's paycheck (\$10/hour gross or \$1,495/month net) and more than 3.5 times a monthly public assistance check (\$608 for family of three).
- People who cannot afford market rents turn to subsidized housing for help. In San Francisco, there are 8,000 households on the waitlist for public housing. The waitlist for Section 8 was last open for one month in 2001. The waitlist for public housing closed February 1, 2010.

How many people are homeless and who are they?

- The January 2013 the San Francisco homeless count found 6,436 homeless people. This is considered an undercount, as families and youth are underrepresented. (2013 San Francisco Homeless Count and Survey)
- 48% of survey respondents were experiencing homelessness for the first time. The over whelming majority became homeless as San Franciscans (61%). (2013 San Francisco Homeless Count and Survey).
- More then two-thirds (63%) of all survey respondents said they had a disabling condition in 2013. (2013 San Francisco Homeless Count and Survey).
- In San Francisco, about 40% of the homeless population are members of homeless families (*First Five*). There are currently 2,352 homeless students enrolled in San Francisco Unified School District, this is up from 844 in 2005. This only includes those school age children who identify themselves as homeless to the district. More then 1,600 families with children are living in Single Room Occupancy Hotels.
- At one San Francisco youth program, they have contact with over 3,400 homeless youth in San Francisco a year. (*Larkin Street Annual Report 2010*)

How is Homeless People's Health Affected?

- Homelessness is an independent risk factor for a number of illnesses, and homeless people themselves are susceptible to increased health problems due to high stress, sleep depravation, unsanitary surroundings, lack of access to hygiene facilities and a myriad of other symptoms inherent with living without stable housing. Subsequently they are 3 to 4 times more likely to die prematurely then their housed counterparts.
- Sleep deprivation impairs cognitive processes and puts you at risk for heart disease, heart attack, heart failure, irregular heartbeat, high blood pressure, Stroke and Diabetes. Homeless people suffer from sleep deprivation absent a right to rest, they are woken frequently by police and security.

Have Homeless People Recovered from the Recession?

- Families were hit the most noticeably by the recession in San Francisco. The number of families waiting for shelter more then tripled since the summer of 2007. The waitlist has dropped back down post-recession, but still a very long. Currently, there are over 202 families waiting for shelter in San Francisco and the wait exceeds six months.
- Homeless Resource Centers have also reported an increase in newly homeless single adults seeking shelter, with as much as a 50% increase in new clients in at least two homeless dropin centers post recession.

How does mental illness and/or addiction factor in?

- Individuals suffering from mental illness and addiction disorders are the most visible portion of the population. However, 28% of the homeless people in San Francisco have a serious mental illness. 31% have a substance abuse problem. (2011 San Francisco Homeless Count and Survey).
- Many individuals with mental illnesses self-medicate with drugs and alcohol while experiencing the trauma of being without a home; this leads to addiction disorders.
- In San Francisco, there are approximately 500 people on the waitlist for methadone and residential treatment (Community Substance Abuse Services, SF Department of Public Health, January 2009).

Human rights and homelessness

- According to the Universal Declaration of Human Rights, everyone has a right to an adequate standard of living, including housing. While the United States touts human rights to other countries, in the United States, 3.5 million people experience the trauma of homelessness each year.
- In the past dozen years in San Francisco, 167,074 citations were given out for sleeping and sitting in public (San Francisco Municipal Court). Each citation carries a fine of more then \$76. An unpaid or unresolved ticket goes to warrant in 21 days, and the fine doubles. Accumulated warrants can result in incarceration and denial of affordable housing.

What about San Francisco's shelter system?

- There are approximately 1,300 beds in shelters for adults and families or less then 1 bed for every five homeless people.
- To receive a shelter bed, single adults must have their face and finger tips bio-metric imaged, using a system that cost more than \$1 million and frequently breaks down.
- While the city reports vacancies in the shelters each night, 2 out of 3 people seeking shelter are turned away. (Shelter Monitoring Committee, HSA Vacancy Reports, 2009).

How is the Coalition on Homelessness Responding?

The Coalition has been busy organizing homeless people to fight for justice for over twenty five years. During that time, we have forced the city to respond to this crisis by creating housing, opening new substance abuse treatment programs, transforming the mental health system and creating jobs for homeless people. We have passed numerous pieces of legislation that ensures the human rights of homeless people are protected, and we have successfully beat back policies that would harm the population. We have established ourselves as a strong force to be reckoned with – a group who does not compromise homeless people's lives, and never gives up fighting for our rights. Check out our website or call us for ways to join the struggle.