There is never only one cause of homelessness. Our staff works to help guests rebuild networks of support that have frayed and fallen apart over many years. It’s a demanding challenge, made even harder by the COVID-19 pandemic. Each success is the result of a community of support, from our staff, our partners and our loyal donors, and together, we rebuild lives.

CLIENT SUCCESS STORY

Julio first entered the doors of SVDP-SF’s MSC-South shelter in August of 2018 at the age of 74. A warm and caring person, Julio’s smile and uplifting demeanor shined through amidst the hardship he had faced in his life. Julio had numerous challenges on his path to self-sufficiency, including legal issues and many long-term medical care challenges.

While residing at our shelter, Julio worked diligently with our Case Managers and Housing Specialists to discuss solutions toward a more independent and sustainable future. Staff commended his diligence and desire to make progress and incorporate new strategies. Staff worked tirelessly to find long-term solutions to his medical ailments through local social service agencies supporting elderly populations. Julio and his support team also focused on securing safe housing where rest, peace and safety could be found freely and easily. MSC staff also connected him to legal aid and other resources necessary to clear his path to stability.

In October, Julio learned that he was awarded a unit in an affordable housing complex located in the Bay Area. In early November, Julio moved into his new home with great joy.

CLIENT SUCCESS STORY

When Rema came to stay in our Division Circle Navigation Center, she was only in her early twenties and was already chronically homeless. As a child, Rema had bounced from foster home to foster home until she finally “escaped“ but ended up running in gangs, doing whatever it took to survive on the streets.

By working with our Case Workers, Rema realized what she really wanted was stability; she just didn’t know how to find it. Over many weeks, Rema obtained her California identification and security card, enrolled in school and eventually secured a full-time job. Shortly thereafter, she received housing. Her hard work paid-off paid off with the help of many warm hands.

2020 PROOF POINTS

**449** DOMESTIC VIOLENCE SURVIVORS RECEIVED SAFE SHELTER, CASE MANAGEMENT & EMPLOYMENT SERVICES

**729** DOMESTIC VIOLENCE CALLS RECEIVED THROUGH OUR 24-HOUR CRISIS LINE

**176,590** BEDS OCCUPIED BY INDIVIDUALS ANNUALLY

**359,947** HOT NUTRITIOUS MEALS SERVED YEARLY
HOMELESS SERVICES

Homeless Services are delivered primarily through our two residential shelters, the Multi-Service Center (MSC) and the Division Circle Navigation Center. While the MSC traditionally hosts 340 people a day, our capacity during COVID is currently 111. Our Navigation Center pre-COVID population was 186 individuals, and has a current capacity of 77. For both programs, the length of stay, goals and service delivery protocols have completely changed, as we partner with the needs of the City and continue to provide crisis care during the pandemic.

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DOMESTIC VIOLENCE SERVICES

These are challenging times for survivors of domestic violence. Our services address the moment of crisis, as well as the underlying structural issues that bring survivors of domestic violence to our door. Riley services include: 1) a 24-hour crisis line; 2) an emergency shelter with 22 beds for up to three months; 3) transitional housing with 32 beds and offering stays of up to 12 months; 4) a community outreach office serving 300 adults and children each year; 5) a children’s program for up to 150 youth residing in housing programs or served through the community office.

Our program offers a safe and stable place to live, along with intensive case management and support services, to empower adult survivors and their children to make healthy choices for themselves and their families, and secure longer term affordable housing and financial independence.

13,431 HOURS OF VOLUNTEER WORK
143 PEOPLE EMPLOYED THROUGH SVDP-SF
13,700 INDIVIDUALS IN NEED ACCESSED OUR 24-HOUR DROP-IN SERVICES

INTERESTED IN VOLUNTEERING? WANT TO LEARN MORE?

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