



Opening

*Doors
of Hope*

2021 – 2022 IMPACT REPORT

LifeMoves



From our CEO

Unleashing Hope Together

Hope: The belief that life can improve.

I am proud to say that, working as a community, we have unleashed a barrage of hope last year — a time when it was needed most. Hope that enables our clients, with our support, to reach their goals.

Clients who have achieved self-sufficiency tell us, “I don’t know if I’d be where I am right now, without LifeMoves,” and “For the first time in a long time, I felt like we really mattered.”

Hope is individual. Hope shows people the way out. And a way up.

Hope is collective. The sense that we can solve homelessness, even in the face of inflation and mass layoffs, wildfires and floods, and cynicism and NIMBY-ism.

Hope means we persist. We plan. We build. We learn. And we adapt.

Hope is reinforced by success. When we achieve positive outcomes, hope is amplified.

In 2021, we opened LifeMoves Mountain View. We shared what we learned and how we adapted, and now the Navigation Center in Redwood City — the largest interim housing site in Northern California — will open. With 240 new doors, ~700 people will move off the streets each year and find their hope for a better future. With our full suite of supportive services, they will be able to overcome traumas and addictions, reunite with their families, find jobs, and achieve self-sufficiency. They will, in turn, provide hope to others.

Our client, David, recalls living in a tent under a bridge: “This is where half of my life went. I feel ashamed. I feel hurt.” LifeMoves provided a place for David to find hope that his life could be different. “Now, I’m grateful. I have my own place. My grandson can come over. I can teach him right from wrong.”

If anyone has heard me speak, you know that I am an unapologetic hope-a-holic. True, the challenges are daunting. But I know that, together, we can succeed.

I am pleased to present our impact report showcasing our services and highlighting our accomplishments. Thank you for believing in us and never giving up hope.

Aubrey Merriman
CEO

[Are You a Hope-a-holic? VIDEO >](#)

Our Mission

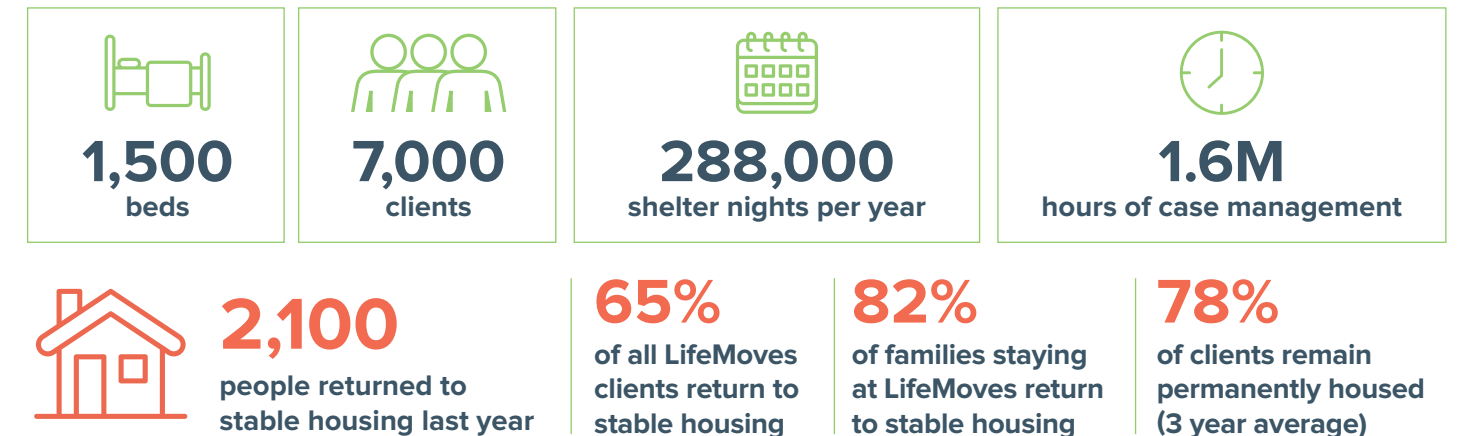
End homelessness by providing interim housing, supportive services, and building collaborative partnerships.

Our Vision

We envision thriving communities where every neighbor has a home.



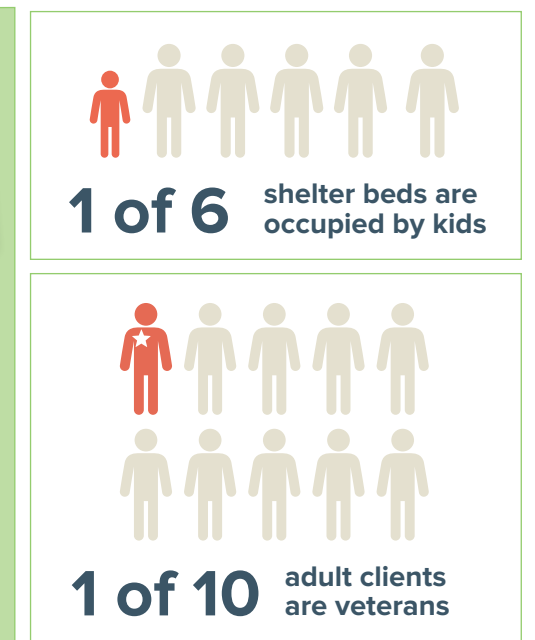
Our Success



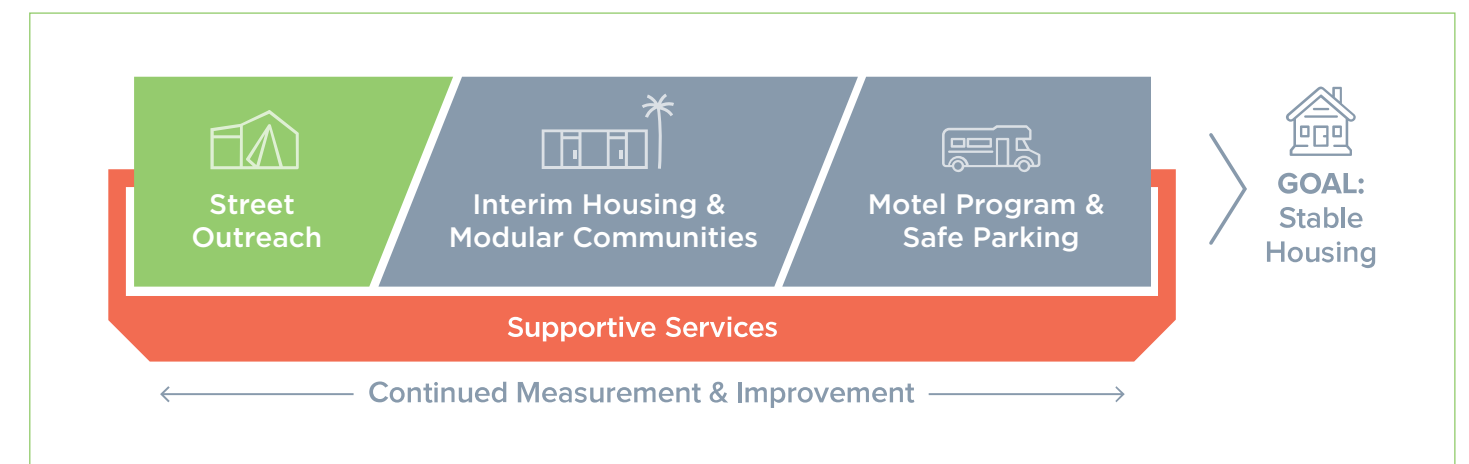
Where We Serve



Who We Serve



Our Holistic Approach



Highlights from the Year

Palo Alto: 88 units serving 240 people per year.

San Jose: 204 units serving 612 people per year.

LifeMoves Awarded Two Homekey Sites

San Jose & Palo Alto Sites Will Help 700+ People per Year

On the success of our Mountain View site that demonstrated a new model of interim housing and support, LifeMoves has been awarded two more Homekey sites in 2022 — one on Branham Lane in San Jose, and one on San Antonio Road in Palo Alto.

These sites represent a new way of addressing homelessness — with the recognition that people need support to stabilize their lives and remain housed. Projects that couple housing with social and medical services prove to successfully transition individuals and families to permanent housing.

Designed for dignity, practicality, and self-sufficiency, these housing models are integrated into local communities to facilitate work, school, and connections with others as a transitional step to a permanent place to live.

Moving away from congregate sleeping, LifeMoves new models feature individual units, private bathrooms, room for pets, large open areas for

socializing, and commercial training kitchens to build job skills. All clients are assigned a Case Manager who holds them accountable while helping them address their challenges and providing access to government programs, financial and credit counseling, resume and job help, or other support. [READ MORE >](#)

Home & Hope Joins LifeMoves

Home & Hope, a coalition of congregations addressing homelessness in San Mateo and Northern Santa Clara Counties, has joined the LifeMoves family. Home & Hope provides a safe haven for families facing homelessness, helping them to regain long-term self-sufficiency. They increase awareness of the issue of homelessness by actively engaging volunteers from the local community. We are thrilled to have them operating under the auspices of LifeMoves so that the important volunteer work of our faith communities continues for years to come. [READ MORE >](#)

Diversity, Equity, Inclusion &

DEI&B Committee is Making Great Progress



Our Diversity, Equity, Inclusion & Belonging Committee at LifeMoves was re-launched in 2020 with a renewed focus on delivering tangible results. The Committee is dedicated to ensuring an authentic, transparent, and inclusive work environment while embracing the different perspectives and backgrounds that create a unique culture of collaboration, learning, and creativity.

Over this last year, the DEI&B Committee built equity across the organization by fostering mutual

understanding, and respect for each individual's identity, experience, perspective, and journey by:

- Launching Employee Resource Groups, a DEI&B internal newsletter, and cultural events.
- Conducting diversity training for the entire organization.
- Launching a task force supporting career development, growth opportunities, and pay equity.
- Measuring activities through a twice-yearly survey.

[READ MORE >](#)



Housing Moves

Creating More Journeys to Independence

Key to LifeMoves mission is supporting our clients on their journey to independence and a home to call their own. Our dedicated staff work tirelessly to make this goal a reality for all our clients. To achieve this, LifeMoves staff design — with client input — customized case management plans based on each individual's unique strengths and challenges. Our clients receive comprehensive support through LifeMoves services and programs including rapid re-housing programs, affordable housing searches, connection to housing benefits, and rental application submissions. In FY22, despite the ongoing pandemic, LifeMoves successfully returned over 2,100 clients to stable housing and self-sufficiency.

"My Case Manager saved my life. The doctor said that had I been out there for another week, I'd be dead. I got the help I needed at the hospital, and she helped me get sober, save my money, and even find an apartment."

RONALD



"Oh, my God! This place is so wonderful. These people actually care for you and have your back and, for somebody like me, it's the first time in your life."

TATIANA, LGBTQ CLIENT



Health Moves

Addressing Underlying Health Issues

Healthy adults are more likely to be able to retain employment and sustain housing than adults in poor health or with chronic medical conditions. Many LifeMoves clients are at higher risk for medical complications than the general population; some are elderly, with chronic, untreated conditions; others are Veterans with medical vulnerabilities.

Our Case Managers enroll clients in available insurance, and for clients needing medical services or support, LifeMoves works in partnership with local public health programs and community partners to get our clients the care they need. For many clients, addressing chronic or underlying health conditions is often a critical first step on their journey back to stable housing.

During the COVID-19 pandemic, LifeMoves has taken additional efforts to protect the health and safety of our clients and staff, including sponsoring vaccine clinics at several of our sites. We are continuing our efforts to improve vaccination rates among individuals and families experiencing homelessness, for the protection of those clients, as well as the community at large.

Career Moves

Increasing Employment Skills & Earning Potential

COVID-19 has changed the way many of us work in Silicon Valley. While wages have been increasing in some sectors, many LifeMoves clients work in service sector jobs that simply don't pay a living wage for the Bay Area. To address this barrier, LifeMoves employment counseling staff focus on helping our adult clients secure well-paying employment opportunities and increase their earning potential through employment skills training, resume development, job search training, and interview coaching. This work supports our unemployed and underemployed clients and helps prepare them for the transition to permanent housing with stable employment.



"LifeMoves gave me not only their love but a lot of resources to utilize to get better with my life."

JOE

Financial Moves

Getting Clients on Sound Financial Footing

As economic uncertainty in our region continues, LifeMoves continues to offer our clients a deeper level of financial literacy training to better prepare them for success in the future. Focused on the ultimate goal of long-term stability, we provide workshops, as well as individual coaching, on topics

such as budgeting, building and repairing credit, savings strategies, and techniques for borrowing money wisely. When clients leave LifeMoves on sound financial footing, it means that these individuals and families have more of the tools they need to thrive and contribute to our community.



"I want to thank all the staff for having such a special impact in the hardest year of our lives. We are now safe and can start enjoying life."

CAROLYN



Behavioral Moves

Addressing Behavioral Health Challenges for Better Housing Outcomes

Trauma and other behavioral health issues can be both a cause and an effect of becoming homeless. The experience of homelessness is traumatic in and of itself, and many of our clients have experienced intermittent or even chronic trauma over the course of their lives.

To address these issues, LifeMoves provides free, on-site behavioral health services designed to address the trauma and other challenges common among individuals and families experiencing homelessness. Services include substance abuse and recovery support, as well as individual and group therapy for adults and children. Our data shows that increased use of behavioral health services leads to more successful housing outcomes for our clients.



Learning Moves

Ensuring Children (& Adults) Continue Their Education

With eight interim housing and several service sites that serve families, one in every six LifeMoves clients is a minor child. Children experiencing homelessness have often missed substantial periods of school, so our Education Team and Children's Services Coordinators work diligently to ensure that all school-aged children are immediately enrolled in the school of their choice and that they receive the tutoring and support they need to thrive in school.

We also aim to ensure they have all the equipment and supplies they need to be successful. In addition to addressing the educational needs of the children in our shelters, LifeMoves also supports adults who wish to advance their education, whether it be completing a GED or enrolling in community college.

"I don't know if I'd be where I am right now or if I would have gone back to work, or saved the money, without being at LifeMoves."

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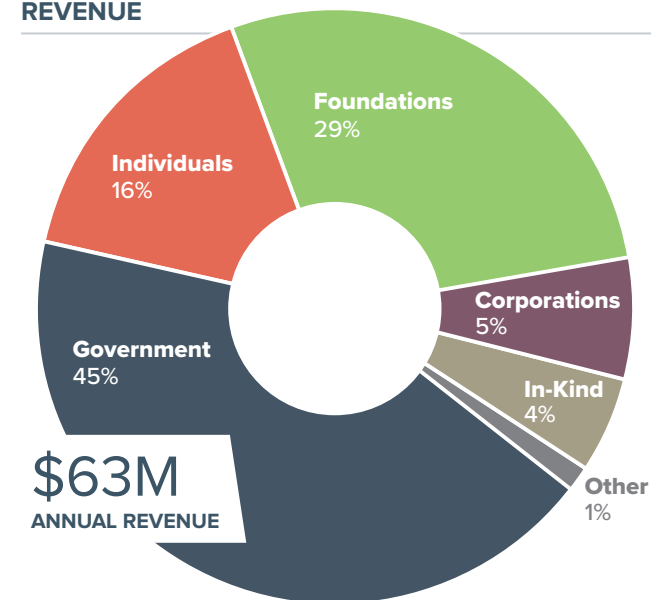
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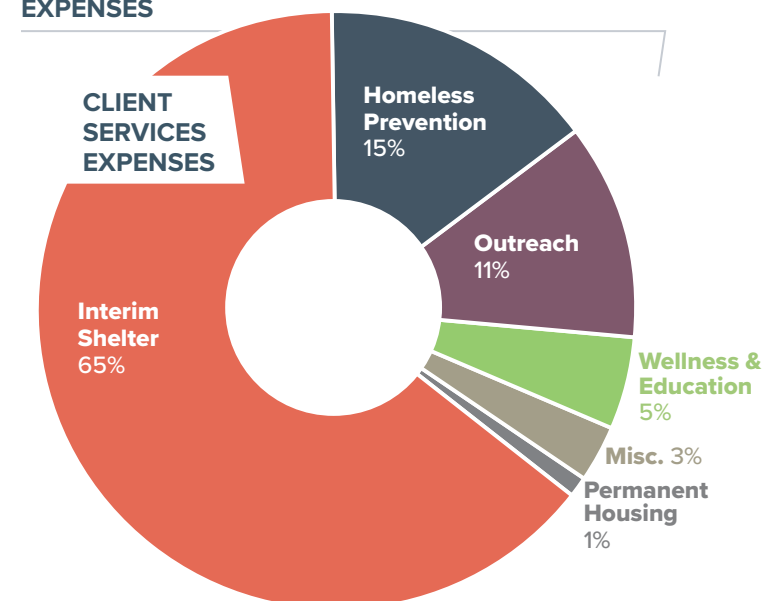


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REVENUE



EXPENSES



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We are so grateful for the support of our dedicated LifeMoves volunteers, whose time, efforts, and creativity were especially crucial during the last twelve months. From linen drives, hygiene kits, shoe drives, and an outpouring of generosity through the holiday season, community members and local organizations gave countless hours to projects that helped our clients feel warmly welcomed and at home.



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*"My plans for the future...
I'm going to be happy,
that's the first thing.
I'm going to stay happy.
I'm going to stay positive."*

ADEL



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