



Annual Report To Our Community



5Cities Homeless Coalition began with one individual recognizing the needs of those who are homeless within our community. Patti Diefenderfer spent several years interacting with community members while working for Community Health Centers. She and others became keenly aware that services and assistance were not available in southern San Luis Obispo County. And so we began.

A decade later, in 2019, we marked the Coalition's 10th anniversary. We have grown to 12 employees and counting, and each year we welcome the help of more than 200 volunteers who recognize how we are transforming lives, not just in the Five Cities area, but throughout San Luis Obispo County.

We can't fulfill our mission without the help of so many of you in our very caring community. We would like to share with you some of our accomplishments over a decade of serving those who are in need.

On behalf of the 5Cities Homeless Coalition Board of Directors and staff, thank you for your support in 2019, and for your vision that will help us move forward in 2020 and beyond.

Mike Byrd, President
2020 Board of Directors

Janna Nichols
Executive Director



5cities homeless coalition
resources. support. hope.

10 Years of Service to Our Community 2009-2019

Our Mission

5Cities Homeless Coalition strengthens the community by mobilizing resources, fostering hope, and advocating for the homeless and those facing homelessness.

Our Vision

Through collaboration and leadership, the Coalition is building an engaged community that fully understands the complexities of homelessness and actively shares the responsibility of creating and implementing solutions to reduce it.





2009

Our Programs ★ Our Impact

Information & Referral and Coordinated Entry

Assistance begins with general information and referral to community services, coupled with a comprehensive needs assessment, identification of barriers and development of an immediate action plan, all part of a “coordinated entry” system used by homeless service providers throughout the county. Visitors to the Coalition are provided access to a computer, internet, phone charging, mailing address, food and hygiene supplies.

2019 By the Numbers

Office Visits: 3,470
including 166 Youth, 132 Seniors, 135 Veterans

Calls for Assistance: 4,217
including 183 Youth, 140 Seniors, 198 Veterans

New Coordinated Entry Surveys: 445 Households
including 566 Adults, 242 Children, 58 Youth, 48 Seniors, 104 Disabled



More than 95% of the families we have helped to house or to stay housed remain in their homes one year later.

Rapid Re-Housing and Eviction Prevention

Case managers provide case management and financial assistance, which can include help with deposits and/or rents, for those who are homeless or facing homelessness.

2019 By the Numbers

Rapid Re-Housing: 89 Families
Eviction Prevention: 75 Families

2010

In 2009 a coalition to help those who are homeless in southern San Luis Obispo County is realized with recognition of the Coalition as a 501(c)3 tax-exempt nonprofit public charity, with Patti Diefenderfer, Betsy Ehrler, Carol Proctor and Peggy Fowler as founding directors.



In 2010

The Community Foundation San Luis Obispo County puts into motion a plan to address homeless services in the Five Cities, made possible by a generous bequest from Hugo and Erna Klapproad. Thus funds become available for a site search, and to conduct a feasibility study for a South County Community Services Center.

Thank you!

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continued on page 4

Our Programs ★ Our Impact

Immediate Needs

Helping families overcome a one-time barrier often helps them move toward self-sufficiency, stability in the home and economic improvement. We often provide help with utilities, bus passes, auto repair, clothing, employment readiness, emergency food, detox services, sober living, and access to mental health services.

2019 By the Numbers

- Clothing: 269**
- Hygiene supplies: 246**
- Bus passes: 115**
- Car repair/registration: 48**
- Application fees: 39**
- Utility assistance: 24**
- Travel/relocation: 22**
- Securing identification: 19**
- Other: 48**

Benefits Advocacy and Medically Fragile

Our benefits advocate provides guidance and advocacy for obtaining and retaining public benefits, including SSI, SSDI, and CalFresh. Financial literacy and budget training are offered/ Working with local healthcare agencies, we help improve discharge planning and case management for homeless patients requiring temporary respite care.

2019 By the Numbers

- New benefits cases: 108**
- Applications for benefits completed: 97**
- Average case load: 33**
- New contacts made at hospital emergency rooms: 26**
- Medically fragile: 8**



From homeless to housed: the path can be long and is rarely straight, but people like Corey put in the work with 5CHC, and after nearly 3-½ years of living on the street, he recently moved into an apartment he can call home.



2011 Coalition hires its first employee, Executive Office Administrator Joey Hughes. Later Liz Howland fills the role, remaining until 2015.



2012 the Coalition hires Executive Director Janna Nichols and moves into office space donated by the Blankenburg family at 1052 East Grand Avenue in Arroyo Grande, remaining there for the next five years. The First Empty Bowls Community Luncheon raises more than \$24,000.



In **2013** the Coalition begins offering gas and food cards, bus passes, and motel and clothing vouchers. The Immediate Needs Fund, helping move families toward self-sufficiency, has dispersed more than \$267,000 since then.

2013



In **2014** the Coalition begins providing housing assistance to families, including eviction prevention as well as deposit and rental assistance. Housing assistance has grown each year from \$14,000 in 2014 to more than \$412,000 in 2019.

2014

Our Programs ★ Our Impact

Homeless and Unaccompanied Youth

Our outreach and case management services target homeless and unaccompanied youth age 16-24, providing support for immediate needs, education and job development and housing assistance. Our case manager works in partnership with Dignity Health, Good Samaritan Shelter, Lucia Mar Unified School District, local police departments and other agencies..

2019 By the Numbers

New cases: **87**

Housing, employment, benefits and/or education: **51**

Average case load: **13**



Photo courtesy Jennifer Olson

"Thank you for all you do for our community! Some will never understand the difficulties of being homeless. This issue is improved with your service."

**Brook & Jacob Town
The Spoon Trade
Grover Beach**

Outreach

We work with law enforcement to reach homeless individuals and families living in encampments. As a partner with the County's Jail 2 Community program, we help those in the jail who are homeless create an action plan for their release, connecting them to housing resources, behavioral and mental health resources and employment.

2019 By the Numbers

Connected to resources: **78**

Jail 2 Community Clients Exited to Permanent Housing: **4**

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continued on page 6

Our Programs ★ Our Impact

Supportive Services for Veteran Families

Our joint program with Good Samaritan Shelter serves veterans who are currently homeless or at risk of losing housing, providing temporary assistance to gain housing stability.

2019 By the Numbers

New cases: 104
Prevented from eviction: 32
Permanently housed: 17



43%
of 2019-20 Winter
Warming Center
guests were over
the age of 50

Winter Warming Center

We provide a safe, warm and dry place for homeless adults to find shelter on nights November through April when weather predictions forecast temperatures at or below 40 degrees or with a 50 percent chance of rain.

2019 By the Numbers

Average number of guests: 19
Total nights open 2019-20: 16
First-time guests: 41



In **2015** the Coalition continues to operate the Winter Warming Center, opened in 2014 for those seeking shelter when the forecast predicts at least a 50 percent chance of rain or when temperatures are expected to go below 40 degrees.



2015
2016

In **2016** the Coalition adds benefits advocacy to its roster of services with the addition of a benefits advocate to its growing number of case managers.

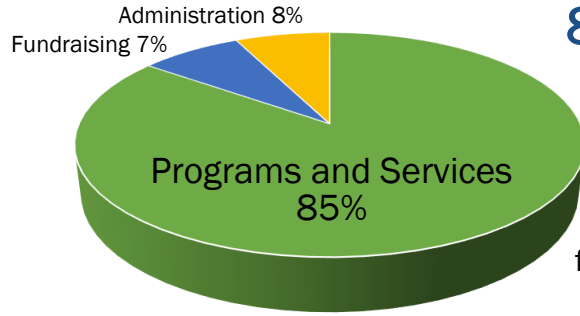
2019 ★ A Year of Service and Growth



In **2017** the Coalition moves its office to an accessible storefront at 1566 West Grand in Grover Beach. The larger space accommodates a growing staff, which now includes case managers specializing in rapid rehousing, eviction prevention, and homeless and unaccompanied youth.



In **2018** the Coalition joins other providers in SLO County to begin a standardized “coordinated entry” intake assessment to ensure a consistent and streamlined process that avoids duplicating services and assists clients to develop action plans.



85% of every dollar raised went directly to programs and services helping homeless and at-risk individuals, families and children.

2019 EXPENSES		
Programs & Services	\$ 1,046,732	85%
Administration	\$ 94,305	8%
Fundraising	\$ 88,165	7%
TOTAL	\$ 1,229,202	100%

2019 INCOME		
Contributions	\$ 311,685	15%
Grants & Contracts	\$ 1,709,647	81%
Special Events	\$ 79,598	4%
Interest	\$ 435	0%
TOTAL	\$ 2,101,365	100%

In 2019 the County awarded us a grant enabling the Coalition to purchase a permanent home so we no longer have rent or mortgage payments, allowing more funds raised to be used for programs and services.



We plan to occupy the new building at 100 S. 4th Street in Grover Beach in 2021.

We have grown so much, and offered assistance to so many families, in the last ten years. Unfortunately, statistics show that far too many SLO County residents continue to suffer the burden of high housing costs:

- Rents have increased **50 percent** since 2014.
- More than **19,500 households** spend more than 50 percent of their income on housing.
 - The number of unsheltered homeless has increased **22 percent** since 2016.

Supporters

continued
 Georgia White
 Kim White
 J. Whitson
 Konrad Wieczorkowski
 Jeff Wiedman
 Anne E. Wield
 Erin & James Wiggin
 Reagan Wiggin
 Kathleen J. Wilding
 Jerome Williams
 Shane Williams
 Sheridan & Bradley Williams
 Ryan Willnow

Joshua Willsey
 Matthew Wilmot
 Deborah Carey Wilson
 Jennifer Wilson
 Tyler Winn
 Sharon Witemeyer MD
 Kevin Witt
 Cathy Wittrock
 Julie & Jesse Wobrock
 Sally J. Woelper
 Janice Fong Wolf
 Kristen Wolf
 Thomas Wolstenholme
 Jacqueline Wong
 Laurie Wong
 Judith Woo
 Mary Wood

Eric Woolhether
 Catherine Worrell
 Paula Worsham
 Vicki L. Wyne
 Jacob Yates
 Lucas Yigezaw
 Aaron Young
 Jerri & Bob Young
 Karin Young
 Dana Yudovin
 Judith E. Zaretska
 Zsombor Zavodni
 Reggie Zellous
 Zhihuang Zeng
 Sara Zepeda
 (3) Anonymous



2019

Donors listed here contributed during calendar year 2019. If you feel there has been an error, please contact us at (805) 574-1638.



These “Home & Hearth” donors have pledged monthly gifts to 5Cities Homeless Coalition, assuring consistent, reliable resources for those in need every day of the year.

PLATINUM

New Life Community Church
 Nipomo Community Presbyterian Church
 Lois Barber
 Peggy Coon
 Stan & Abbey Cornwell
 Pat Cusack
 Lauren Koellish
 James Redmond
 Mariam Shah
 Eric & Betsy Sorensen
 Brad & Linda Wilbert
 Anonymous (2)

SILVER

Kristen Barneich
 Mike & Eve Byrd
 Ken & Angela Dalebout
 Mary Orcutt
 Anonymous (1)

BRONZE

Leslie Brown
 Alice & Lee Carter
 Andrea Chavez
 Judith Higgins
 Lesa Jones
 Thomas & Myki Keffury
 Carol & Bob Kerwin
 Jeff Metcalfe
 Cathryn Sells
 C.A. Sharp & Larry Green
 Anonymous (1)

GOLD

Jim & Diane Babcock
 Deanne Croft
 Dennis & Sheryl Delzeit
 Roy Hovey
 Dana Robertson
 Ruth Family
 Sue Elliot Smith
 Larry & Kathy Vernon
 Sharon Williams
 Karin Young
 Anonymous (2)

OTHER

Charlotte Alexander
 Devon McQuade
 Anonymous (1)

IN-KIND DONATIONS RECEIVED IN 2019

1st Capital Bank
 AAA - Automobile Club of Southern California
 AGHS Interact Club
 Charlotte Alexander
 Allan Hancock College
 Nancy Allison
 Altrusa International of SLO County, Inc.
 American General Media
 Guyila Amyx
 Anam-Cré Pottery Studio
 Apropos
 Patty Arias
 Arroyo Grande Community Hospital
 Arroyo Grande High School
 Avila Hot Springs
 Jim & Diane Babcock
 Darcy Badiali
 Debbie Baily
 Kristen Barneich
 Rose Bartlett
 Elizabeth & Ronald Bartow
 Gloria Benedict
 Carol Berger
 Bittersweet Brewing
 Blacklake Golf Resort
 Sheila Blake
 Blankenburg Properties
 Phil Breault
 Brandi Brobrowski
 Michael Burgoon
 Nancy Burke
 Elizabeth Burkhead
 Mike & Eve Byrd
 California Chiropractic
 Deane Capps
 Alice Carter
 Ken Centofante
 Central Coast Kayaks
 Central Coast Partnership for Animal Welfare
 Central Coast Quilt Guild
 Central Coast Woodturners
 Chateau Margene
 Cherry Lane Nursery
 Jackie Christopher
 Jennifer Ciccone
 Club Cardio Ladies
 Coast Circuit Solutions
 Clara Cobb
 Margaret Coon
 Cottonwood Canyon Winery
 Cowgirl Cafe
 Linda Crawford
 Wilber Cruz
 Gayle & Bob Cuddy
 Cypress Ridge Book Club
 Kenneth Dalebout
 C. Deming
 Designs By Edie
 Anthony Detweiler
 Dignity Health
 Doc Burnstein's Ice Cream Lab
 Carolyn & John Dominguez
 Devin Drake
 Emotions Photography
 Eulforia Flowers
 Father Bebe House of Prayer
 Rebecca Felmlie
 Sandra Ferris
 Linda Ferro
 Firestone Walker Brewing Company
 First American Title
 Jennifer Foster
 Gary Gall
 Jan Gallagher

Jacob Gallegos
 Lan George
 Gina's Italian Cuisine
 Audrey Goble
 Golfand Warehouse
 Patricia Gomez
 Kelci & Matea Gonzalez
 Grace Bible Church
 Grace Bible Women's Bible Study Group
 Karen Gray
 Nancy Greer
 Judy Guarnera
 Robby Gussman
 Elizabeth Gutierrez
 Harry & David
 Kim Hawke
 Steve Hebert
 Hello Village
 Katherine Henderson
 Michelle Higginbotham
 Judith Higgins
 Sue Horwood
 Susan & Stephen Hughes
 Jaffa Cafe
 Bernice Johnson
 Julia's Juice Bar
 K K's Bundt Cakes
 Bob & Carol Kerwin
 KVEC 920AM/96.5FM
 Laetitia Vineyard and Winery
 Lavender Blue Boutique
 Julie & Tom Lebens
 Jeffrey Lee
 Lido at Dolphin Bay
 Lola Red Design Group, Inc.
 Loops for Love
 Ann M. Lovegren
 Debbie & Eric Malicoat
 Pamela Malin
 Evan & Mary Mason
 Mason Bar & Kitchen
 Louise McCoy
 McKenzie Intermediate School
 Mike McNutt
 MGF Enterprises
 Anna Miller
 Miner's ACE Hardware
 Barbara Montgomery-Aquino
 Moondoggie's Beach Club
 Nan's Pre-Owned Books
 New Times
 Derek Ng
 Dr. Ron & Sylvia Ng
 Janna Nichols
 Nipomo Community Presbyterian Church
 Presbyterian Women
 Michele Norwood
 Ocean View Elementary School
 Families & Student Council
 Oceano Dunes SVRA - Pismo State Beach
 Oceano Elementary School
 Ken & Linda Osty
 Jana & Mike Owens
 Janis Packer
 Pardon My French Bakery
 Kathryn Phelan
 Pismo Bowl
 Pismo Brewing Company
 Joan Ponza
 Pottery Coast
 John Powell
 Pro Image Sports
 Pure Bliss Olde Town Spa

Rabobank N.A.
 Cynthia Roberts
 Roger Dunn Golf
 Ron's Nursery
 Rowe Clayworks
 Linda Rumley
 Ariene Sackman
 Saint John's Lutheran Church
 San Luis Obispo High School Visual Art Department
 Santa Barbara Historical Museum
 Phil SchAAF
 David & Paula Schaffner
 Edith Schneider
 Paul Schneider
 Elizabeth & Thomas Scruggs
 SeaCrest Oceanfront Hotel
 Cathryn Sells
 Sensorio
 Shawna Seybold
 Anita Shower
 Si-Ar-Wa Campfire Club
 Grover Beach Sidewalk Cafe
 Sierra Body Shop
 Sigma Xi Chapter of Beta Sigma Phi International
 Linda Sleeter
 SLOCO Data and Printing
 Spyglass Inn Restaurant
 St. Barnabas Episcopal Church
 St. Patrick's Church
 Kenny Standhardt
 Maureen Stanley
 Starbucks
 Debbie & Robert Stewart
 Bob Stock
 Leland & Debby Swenson
 Talley Farms Fresh Harvest
 Talley Vineyards
 Ann Tapper
 The A.R.K.
 The Cliffs Hotel & Spa
 The Great American
 Melodrama & Vaudeville
 The Hearing Clinic
 The Keenan Carter Group
 The Slice Pizza & Games
 The Village Salon
 The Whitehead Family
 Patrick Thompson
 Tolosa Winery
 Trader Joe's
 TrekFresh Inc.
 Trendy Sisters Salon
 Trilogy Clay Buddies
 Trilogy Service Club
 Paula Tripodi
 Ben Trogdon
 Trisa Tyler
 Jack Van Beveren
 Charles Varni
 Verdast Tasting Room
 Carrie Verdugo
 Larry & Kathy Vernon
 Amber Villamor
 Vons
 Wells Fargo
 Bonnie Werring
 Yvonne Williams
 Woodstock's Pizza
 Women of the Moose
 Chapter #864
 Zumba with Heidi

Our Future ★ With Your Help

Because our community cares, support for our efforts is at a record high, both financially and in terms of volunteer engagement. Thanks to this ongoing support, we look forward to enhancing our services to more of our neighbors in need:

- Homeless and unaccompanied youth
- Medically fragile adults
- A growing number of seniors unable to meet high rents
- Families who find themselves challenged with loss of employment, unexpected medical bills, substance abuse issues and other factors that are often out of their control.

In 2019 Coalition volunteers and staff made 19 presentations to community groups (like the Grover Beach Kiwanis, at right) about the effects of homelessness on our society and how everyone can make a difference.



TRIBUTE GIFTS RECEIVED IN 2019

In Honor of . . .
 5CHC Volunteers
 by Peg Heathcote
 Boyd Grant
 by Kathleen Grant
 First-Time Guests
 by Oak Park Christian Church
 Jeff Metcalfe
 by Pastor Randal L. Ouimette
 Laurel Woodson
 by Cynthia Romig
 by Mary & Janice L. Reid
 Leonard E. Caley & Jean C. Coleman
 by Donna Caley Leach
 Marian Gregory
 by Phil & Candace Guldeman
 Maya Higa
 by Carol Lambert
 Meggs and Joe Dervin
 by Margaret Coon
 Paul Frankel
 by Patricia Darby
 Thomas Grossman
 by Jacob Grossman

In Memory of . . .
 Alan H. Olson
 by Elaine S. Olson
 Bea Hamlin
 by Patricia D. Muhlethaler
 Chuck Adoff
 by Cathryn Sells
 by Susan & Stephen Hughes
 Cindy Luis
 by Dana Yudovin
 Clayton Kornegay
 by Linda C. Kornegay
 Fred Wolf
 by Anonymous
 James Fitzgerald
 by Patrick & Barbara Fitzgerald
 James Fox
 by Bertha Dean
 Merissa Vaughn
 by Nicholas Kurokawa
 Niels Widerup
 by Kim White
 Pastor Ron Salsbury
 by Georgia White
 Holly Rene Jimenez
 by Ryan Bartley



In 2019, with a major grant from the County of San Luis Obispo, the Coalition purchases a permanent home at 100 South 4th Street in Grover Beach. Renovations to transform the space into a safe working environment begin, continuing into 2021.



Recognizing the burden of high housing costs on more and more households, the Coalition's Board of Directors adopted strategic goals in 2020 that seek to improve our impact on the issue of homelessness in SLO County,

2019

2020



Coalition volunteers and staff members, and those we serve, appreciate your ongoing interest and support.

2020 and Beyond: Milestones and Challenges

The year 2020 will be a milestone in the history of 5Cities Homeless Coalition in terms of growth in programs and services fueled by community support. In 2019 we passed the \$1,000,000 mark in total assets, thanks to the County of San Luis Obispo, who supplied the funds to purchase a permanent home from which to offer greater levels of service.

Heightened attention to the issues of homelessness at the State and Federal levels of government has provided us with new and increased levels of grant funding. This is truly a recognition of the many successes that our model of intensive case management has achieved.

We are determined to fulfill the vision of our founders: to build an engaged community that fully understands the complexities of homelessness, and actively shares the responsibility of creating and implementing solutions to reduce it. We welcome you as partners on this journey; your support means the world to us!

5Cities Homeless Coalition | (805) 574-1638 | www.5CHC.org
1566 W. Grand Ave. | PO Box 558 | Grover Beach, CA 93458

BUSINESS AND ORGANIZATION DONATIONS RECEIVED IN 2019

5 Cities Men's Club	New Life Community Church
5 Cities Newcomers Act II	Nipomo Community Presbyterian Church
All Seasons Gardening & Landscaping	Nipomo Community Presbyterian Church Presbyterian Women
Altrusa International of SLO County	Oak Park Christian Church
Arroyo Grande Chevrolet	Orton Engineering, Inc
Arroyo Grande Community Hospital	Pacific Gas and Electric Company
Bank of America Charitable Foundation	Pacific Premier Bank
BHE Renewables	Phillips 66
Cal Coast Carpet Warehouse, Inc.	Pismo Beach Veterinary Clinic
Cal Seedling Company	Pismo Coast Association of Realtors Foundation
Calvary Chapel Arroyo Grande	Pokimane LLC
Central Coast Dentist	Premium Trading LLC
Central Coast Funds for Children	Rabobank NA
City of Arroyo Grande	Ralphs Community Rewards Program
City of Grover Beach	Ritchie Trucking Service
City of Pismo Beach	Rooster Creek Tavern
Clothing Resell	Rotary Club of Grover Beach
Coast Circuit Solutions	Senna's Insurance Services
Coast Cities Insurance Solutions	Sentinel Peak Resources
Coastal Community Builders, Inc	SESLOC Federal Credit Union
Community Foundation SLO County	Smart & Final Charitable Foundation
Community Health Centers	Specialty Construction
Controller-On-Call	St. Barnabas Episcopal Church
County of San Luis Obispo	Stacy A. Korsgaden Insurance Agency
Dignity Health	State Farm Companies Foundation
EnviroManagement, Inc.	Superior Guest Care, Inc
Fin's Seafood Restaurant	Sure Mortgage Solutions
First American Title	TJX Foundation
Five Cities CPAs	The Keenan Carter Group
Google Inc.	The Temple of the People
Harvest Church	The Village Salon
Idler's Home	Tomasini Construction
Kiwanis Club of Arroyo Grande Valley	Trilogy Service Club
Kiwanis of Greater Pismo Beach	Umpqua Bank Charitable Foundation
Kon Tiki Inn	United Way of SLO County
Larey Mobile Home Roofing	Unity-Five Cities
Mackey & Mackey Insurance	Wallace Group
Marshall-Spoo Sunset Funeral Chapel	Website Development
McCall Plumbing & Mechanical, Inc.	Women of the Moose Chapter #864
Mechanics Bank	
Merit Profiles Background Screening	
Nancy Puder & Associates	