



Celebrating 66 Years of Doing Whatever It Takes

**made in-house*

The Road Map

This year, BACS saw the strength of our community more clearly than ever. I want to thank every one of our supporters, advocates, funders, team members, and most of all, the participants and families we are working to uplift. Where we are today is a culmination of extraordinary hard work and unprecedented growth to meet the challenge of the housing crisis. This report to our community is a time of reflection and renewed hope for the BACS vision.

We know that nobody wants to be homeless, to be struggling with mental health issues, or to be getting out of jail without a community to care for them.

Every single day, I saw the extremes in our community. I met with a participant who was assaulted in their encampment. We were called in time and again to help entire encampments that were in facing an insurmountable challenge. I represented BACS at a local City Council meeting to vote on a housing navigation center – desperately needed by the community – interrupted by protestors who did not want to help the homeless community members in their backyard. Days like this reminded me of the incredible stigma associated with the people we are supporting – unhoused, struggling with mental health issues – that is constantly reinforced and inflamed by racially coded and sensationalized news.

But we also saw more landlords step up, willing to work with us to house formerly homeless individuals. We saw local governments take a chance on innovative Housing First programming. We saw Kaiser Permanente commit the funds to house 515 homeless seniors – and we got them all housed within 7 months, putting to rest the notion that there is no housing, and that as a society our only choice is to wait five or 10 or 15 years to try to build ourselves out of the crisis. I worked with a community activist who used her 40th birthday to fundraise to get 2 families off the streets. Days like these reminded me that, as Dr. Martin Luther King Jr. said, “the arc of the moral universe is long, but it bends toward justice.”

The stigma and misunderstanding that prevents actual change from happening is unjust. I have seen that it cannot just be BACS’ mission to do the work of housing, it must also be our mission to educate about the work of housing. The data shows that the longer someone lives outside, the harder it is to house them and for them to stay housed.



The Road Map

That means, in our Housing First approach, that sometimes it takes 1 or 2 or 3 or 5 times to make sure their housing sticks. This is *normal*, particularly for community members with such deep trauma. There is no single “cause” of homelessness, and there is no “one size fits all” solution. It is easy to focus on the failure – the first time someone loses their housing. It is sensationalized to report on the person who fell back into addiction and returns to the street. But what I know is truly sensational is that BACS has helped thousands of people find housing, and that 80% of them have stayed housed more than 2 years after getting off the streets. **I believe that we can do this – that we can end the housing crisis.**

In 2017, we set a goal to add new permanent supportive housing for the community by buying ‘A House A Year’ where formerly homeless individuals can move in, co-op style, having their own bedroom, own lock and key, and their dignity. In 2019, we bought the first house in less than 30 days, so we decided to challenge ourselves further. In the end, **we bought 7 homes in 7 months** – permanently ending homelessness for 42 community members.

With all that our community and our country is facing, with all of the stigma and barriers slowing down change, we have seen questions and suspicions about how agencies like BACS are growing. Let me tell you – we are growing because we are stepping up to meet community need. **We are saying “yes” instead of “no” to working with the biggest challenges.** We are staying ethical, responsible, and accountable at every level. We are keeping our administrative overhead low, at 10% - while also investing and growing our infrastructure to ensure we have the quality, effectiveness, and efficiency to carry out the services to our participants and families.

In this report, you will see why BACS is growing – because **we have decided that no problem is beyond solving, no person is beyond helping, and that we are going to break down the barriers of stigma, racism, fear, or anything else that gets in the way of our community being able to thrive.**

I have so much pride in our community – and hope for our future. Everyone wants to live in a home and have a community, and I believe that we can achieve the BACS vision. We can reach the day when nobody is sleeping outside.

Thank you,



Jamie Almanza, MBA
Executive Director

The Annual Impact

This year, BACS expanded our reach to more communities than ever, especially ramping up efforts to end homelessness! Here is some of the major news of the year at BACS:

Kaiser Permanente Partners with BACS to End Senior Homelessness



This year, BACS & Kaiser Permanente teamed up to transform access to housing for homeless Oakland seniors. Together, we targeted 515 elders with a chronic condition or disability and accelerating how people move off the street. This data-driven and human-centered approach got all 515 people housed in just 7 months, and continues to have an impact.

BACS Expands Crisis Mental Health Support

BACS is breaking mental health, housing, and community barriers that hold people back. This year, BACS opened three more crisis residential services programs, in Oakland, Richmond, and Vallejo. These programs provide a short-term residential alternative to psychiatric hospitalization, and save the community millions of dollars.



Contra Costa County Welcomes BACS



Due to great community need, BACS stepped in to sustain the Don Brown Housing Fast, Nierika House, and Nevin House programs after Anka Behavioral Health discontinued its services. These three programs meet BACS' mission, and support mental health & housing for populations that BACS has worked to uplift for more than 65 years, and we are proud to support Contra Costa County.

The Annual Impact

Governor Newsom Visited BACS for Major Announcement



We hosted Governor Newsom, Mayor Schaaf, Mayor Steinberg, Supervisor Carson, Supervisor Ridley-Thomas, and others for a tour of BACS' transformative program,, the Housing Fast Support Network. Following the tour, Governor Newsom announced a new taskforce and a \$1 billion investment to address homelessness in California.

“A House A Year” Initiative Becomes “A House A Month”

Thanks to community support, BACS has been able to increase our strategic goal to buy ‘a house a month’. We buy homes where the entirety of a six-bedroom house costs less than ONE new affordable housing studio, and move people in within 30 days. In just 7 months, BACS bought 7 houses, ending homelessness for 42 people.



BACS Opens Two Major New Homeless Programs in Oakland



BACS opened the Holland Hotel, replicating our most effective homelessness program, to help 150-180 more people each year. BACS is also a partner in the Keep Oakland Housed initiative, which provides financial support, social services, & legal assistance to prevent Oakland residents from losing their housing. KOH benefits residents, while helping the community by preserving affordable housing units.

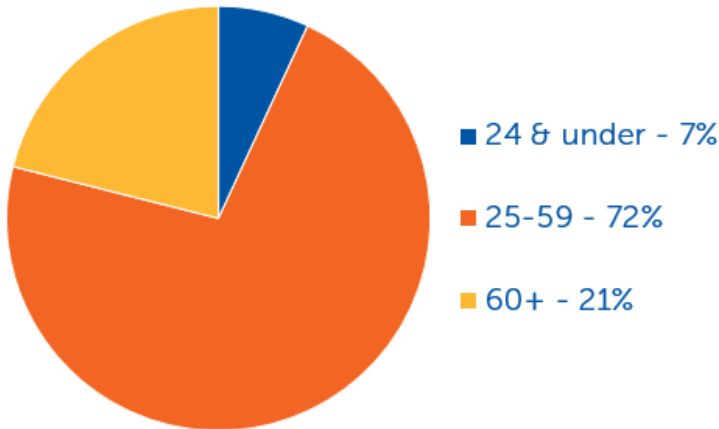
The People

This year, BACS provided services to **8,583** unique individuals. BACS' **31** service sites, located throughout Alameda County, Contra Costa County, and Solano County helped people living in **41** cities!

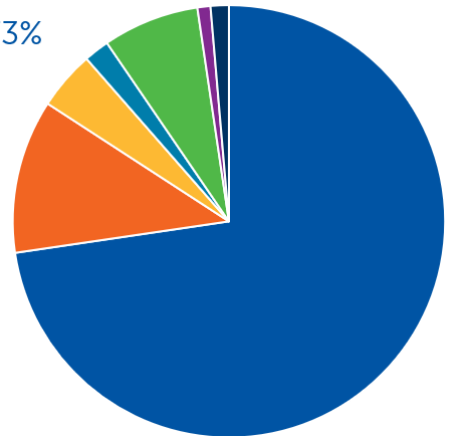
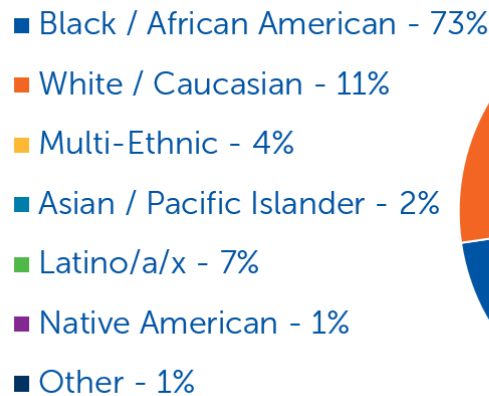
*Did you know? BACS helped **6,314** people experiencing homelessness this year!*

Our Participant Demographics

Ages



Race/Ethnicity

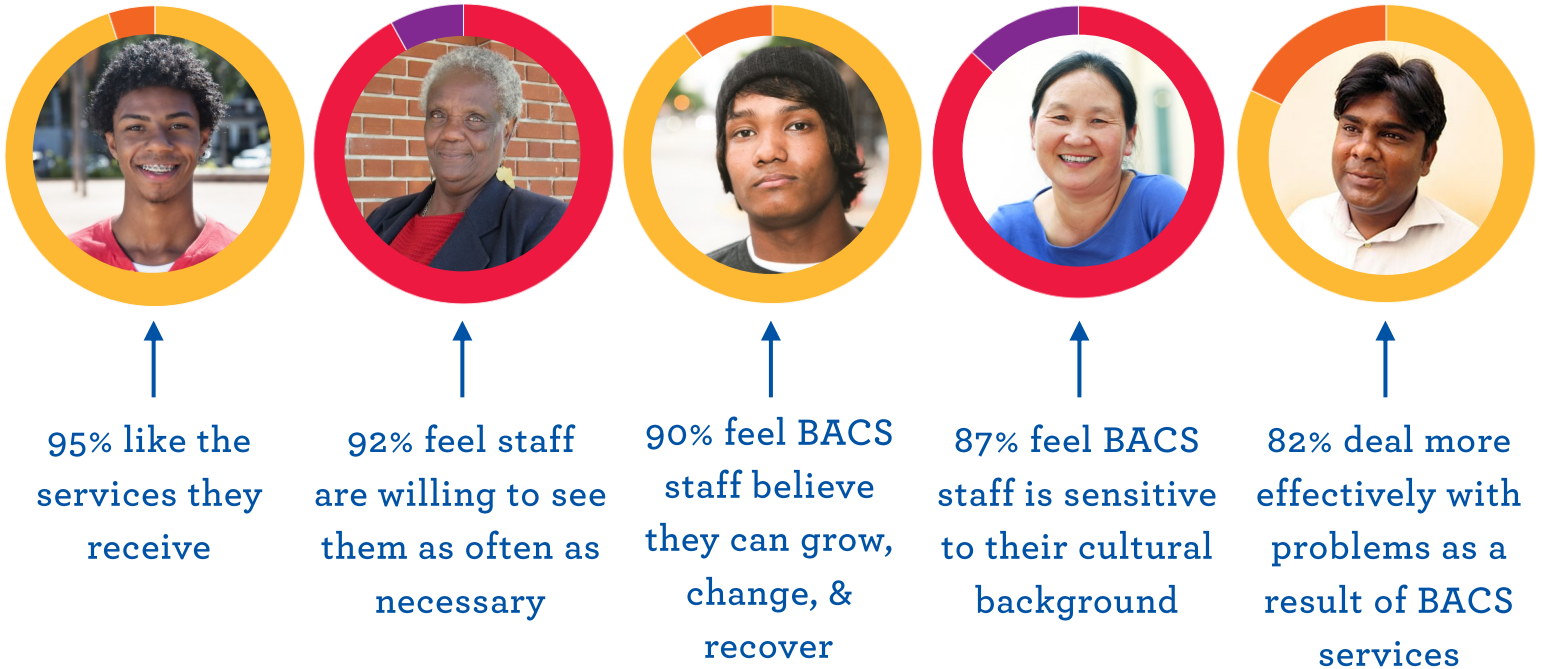


BACS welcomes and supports people of all gender identities, orientations, backgrounds, ethnicities, and immigration status.

We are an ally to the LGBTQQIA+ community, and we will do whatever it takes to help uplift our participants. This year, BACS worked with more than **500** people who identify as LGBTQQIA+.

The BACS Difference

BACS is constantly collecting and reporting on data at the agency, department, program, and individual outcomes. Beyond effectiveness measures, BACS collects feedback through an annual survey to support our growth, understanding, and ability to support our clients. This is part of BACS' Continuous Quality Improvement process, so we can consistently tweak & improve our programs to best serve the community.



We have helped thousands of people find and maintain housing, and we are proud to share our outcomes. Our data demonstrate that not only is BACS helping more people move from the streets to permanent housing, we are also helping them maintain that housing, and that our housing options and support are significantly more successful than the national standard.

<i>BACS Housing Fast model has an 80% success rate in moving people in to housing!*</i>	<i>And over 85% of individuals BACS houses remain housed a year later!</i>
<i>The Housing and Urban Development (HUD) national average for housing fast programs is only 41.8%</i>	<i>The Housing and Urban Development (HUD) national average for returns to homelessness is 19.4%</i>

*permanent housing is defined as the individual having tenant's rights, or the person has the legal right to live there.

The Stories

Our team met Patty* in an encampment 2 years ago. She was the oldest woman there, and she had been homeless for 8 years. Patty has bipolar disorder, which got worse when she lost her housing and could no longer afford her medications. Just before her 10th anniversary of becoming homeless, we were able to get Patty into permanent housing.

"BACS' staff has been more helpful than I thought possible, going above and beyond my expectations to do what it takes to keep her safe, healthy, and happy. I literally do not know what I would have done without BACS." - Patty's daughter, Tricia



Isaiah* became homeless suddenly—the clinic he worked at closed, he fell behind on rent, and was evicted. He moved into his car, but he had a pulmonary embolism, then pneumonia, and then an infection. He could not get better living on the streets, so he came to BACS. Within a month, BACS got Isaiah into a shared house in Oakland.



"There were times that I just thought it was over—that no one comes back from this. This is a new lease on life for me." - Isaiah

Verna* never thought she would be homeless—she had a home in Oakland, a family that loves her, and a stable job. When she lost her housing, she stayed with family, and then at a cheap motel. She used all her savings trying to maintain shelter. When her savings ran out, her paycheck was not enough to prevent her from having to move outside. She came to BACS, and we got her into housing within a few weeks.

"I remember the first day after getting re-housed, when I left work I was already thinking about where I was going to go, where I would sleep, and how to not get arrested for loitering. I was in tears when I realized that I could go *home*." - Verna



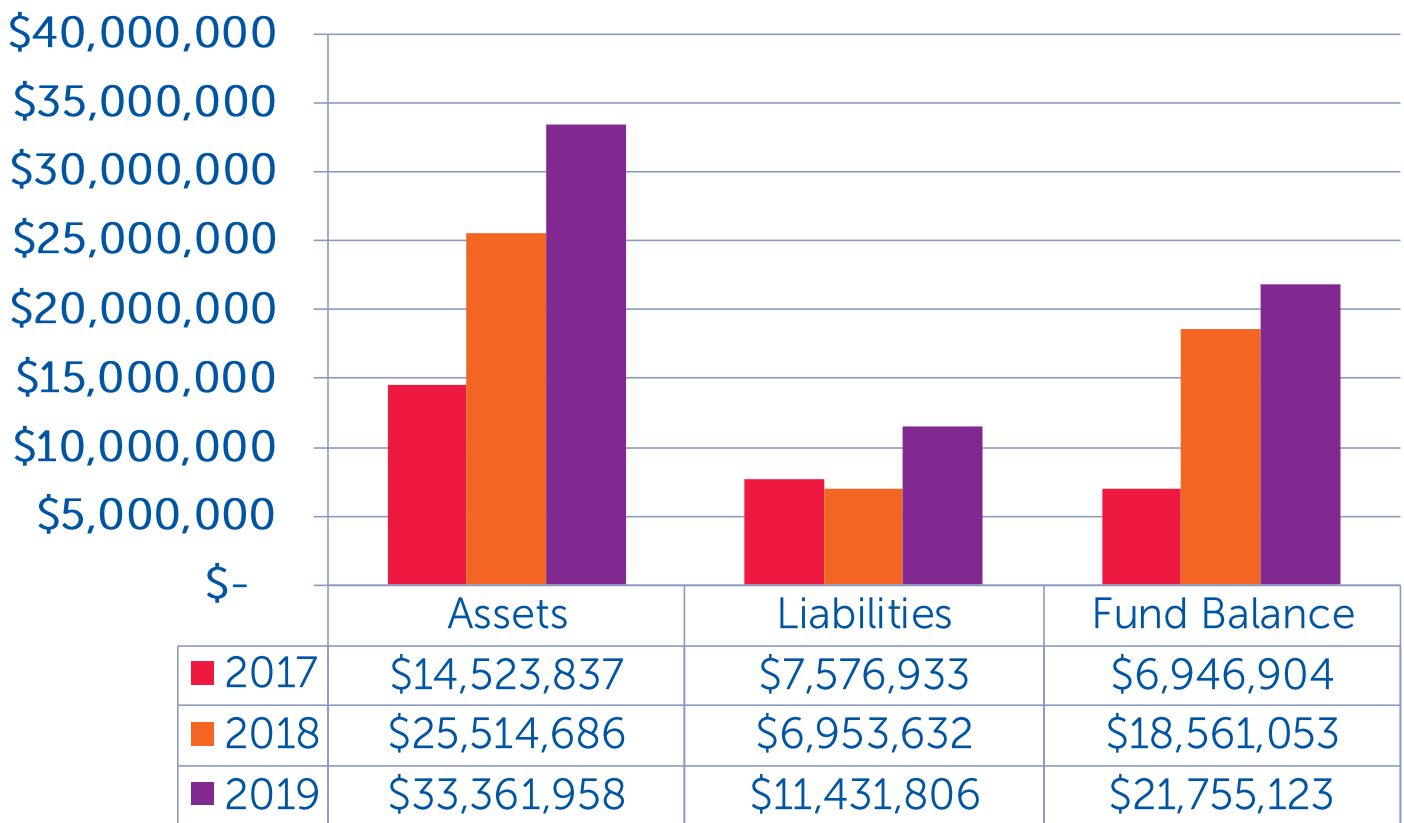
*Client names changed to protect confidentiality.

The Finances

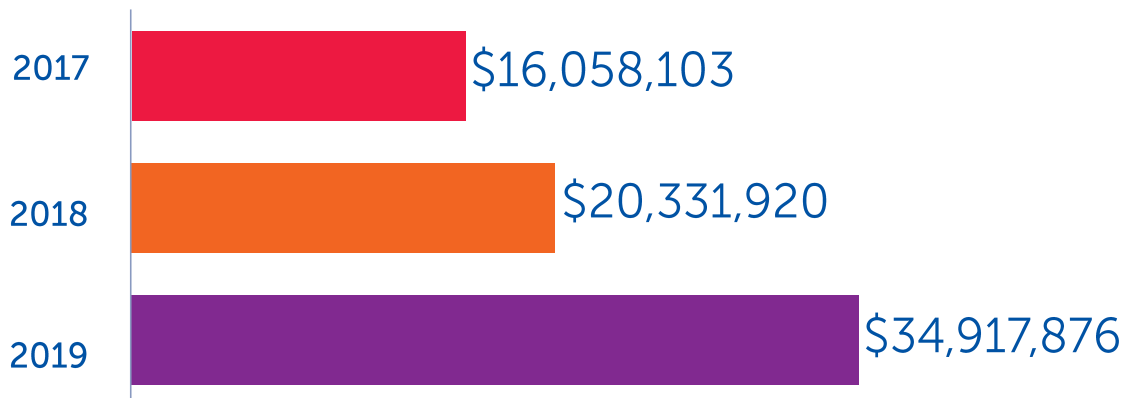
This fiscal year (07/01/2018—06/30/2019), BACS' budget was **\$41,104,926**. Last fiscal year, BACS' budget was \$33,443,022 - a 22% growth in one year!

BACS' administrative overhead rate is only 10%, meaning that **90% of our budget goes directly to program expenses**, direct staff costs, and investing in housing & infrastructure improvements.

Overview of Financial Position

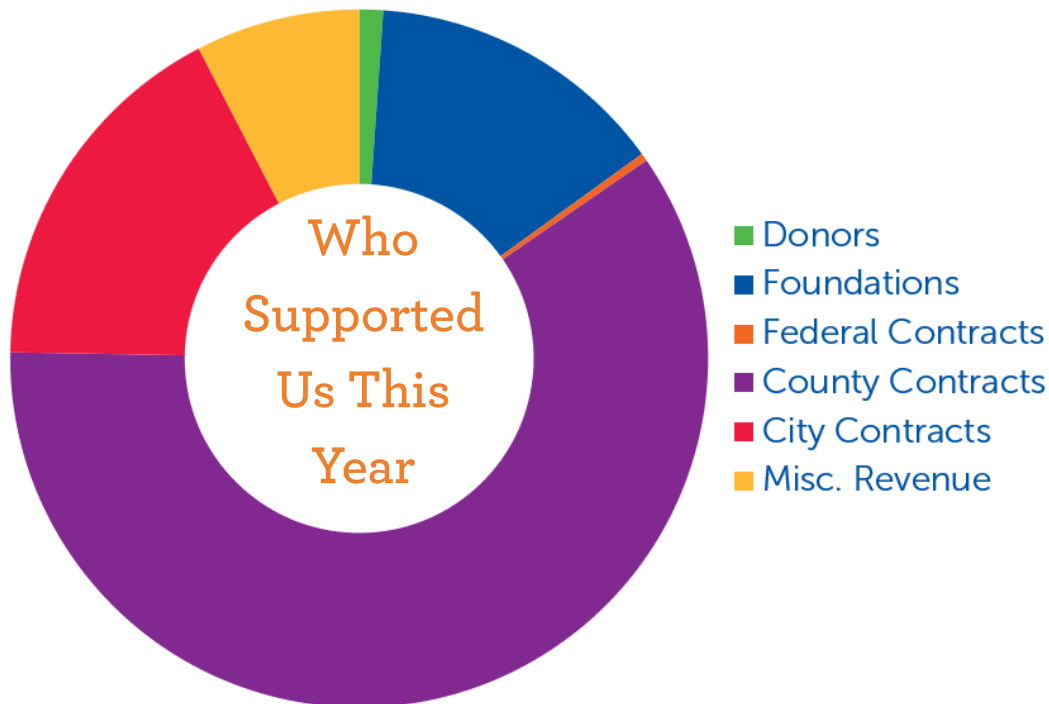


Spending On Program Services



The Finances

We are extremely grateful for the generosity of all our donors, and the support of our volunteers and community partners—our work is made possible thanks to them.



BACS Thanks

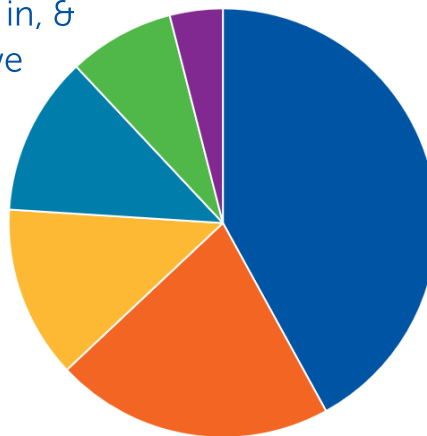
The San Francisco Foundation | Jonathan Logan Family Foundation | Anthem Blue Cross Foundation | Water and Elise Haas Fund | Barbara MacAuliffe | Jamestown Premier Berkeley Grotto | East Bay Foundation on Aging | Neutron Holdings | Jamie Almanza | Thomas Mayhew & Matti Fromson | Michael Ward | Quinn Lung | John Steinfist & Sharon Collins Family Fund | Lawrence Berman and Rhea Rubin | Sweet Maria's Coffee | Stoddard Charitable Trust | Marjorie Follette | Marin Community Foundation | Mendelson Family Fund | SHP Foundation | Dennis and Marcia Elchesen | Glenn Batchelder and Candace Young | Philip Soffer and Samantha Cooper | George and Carol Nobori | Will Chen | Rena Rickles | Sharon Wells | Lillian Mitchell | Alistair McElwee and John Gooding | Porsche Gordon | Darryl Moore | Eric Dyce | Debra Goldentyer | Gretchen Brosius | John and Romer Stevenson | Walker Foundation | Anthony Artuso | Impact Assets | Bryan and Juliet Sharp | John and Sandra McGonigle | Medtronic YourCause | Vanguard Charitable | Gail Coney | The Prabhakar Family | The Clorox Company as well as more than 373 donors and families who made meaningful contributions and made our work possible. This year, and these successes, would not have been possible without each of you.

The Leadership

This year, BACS' 311 staff members embodied our 'whatever it takes' motto. The BACS team is filled with smart, socially conscious, and dynamic people who are committed to uplifting the community and each other.



BACS' team members come from, live in, & seek to strengthen the communities we serve. Our team is diverse, and we are always looking for fresh perspectives & innovative approaches. We hire experts, clinicians, & people with 'lived experience' of mental health issues homelessness or to form an inclusive team that can 'wrap around' people in need.



- Black / African American - 42%
- White / Caucasian - 21%
- Latino/a/x - 13%
- Multi-Ethnic - 12%
- Asian - 8%
- Native American, Native Hawaiian, or Pacific Islander - 4%



BACS has a dedicated Cultural Responsiveness Committee, who organized informative trainings this year, including a Gender Expansive Responsivity Training with Kelsey Pacha.

One in six BACS staff identify as LGBTQ+. 79% of our team are people of color, & 10% speak at least two languages.

We are proud of the impact our team makes.



Our Mission

Our mission is to uplift under-served individuals and their families by doing whatever it takes.

Our Vision

BACS envisions a world where all people are healthy, safe, and engaged in community wellness.

Our Values

Accountability ♥ Community ♥ Engagement ♥ Innovation
Integrity ♥ Wellness ♥ Prevention

Our Story

In 1953, BACS became one of the very first community-based nonprofits in the Bay Area. Our founders were ahead of their time, with a mission to keep people out of institutions and connected to their communities. As the agency grew in size and expertise, we focused on the connections between mental health and socioeconomic disparities. Today, BACS is on the forefront of services that reach people in need of support and give them a community to count on. We do 'whatever it takes' to address the pressing issues of our time.

Our Programs

BACS' mental health, housing, aging, and youth services create a comprehensive safety net for our community.

We provide transformative mental health programs that span the continuum of care. We help individuals and their families learn about their mental health issues, create and implement personal wellness plans, manage their symptoms, and maximize their quality of life.

BACS is an effective provider of housing and homeless solutions programs, working to make visible change in our community. BACS provides a variety of housing and homeless prevention programs, ranging from targeted interventions to get people into housing from the streets, to purchasing housing across the Bay Area for vulnerable people to live in.

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