

2019 - 2020 Annual Report



Celebrating 67 Years of Doing Whatever It Takes

**made in-house*

The Road Map

Dear BACS Community,

Thank you for sharing in our accomplishments, our journey as you read our Annual Report. The year was one of great challenge – it shook us to our core – between the pandemic, civil unrest related to racism that has gone on far too long – and what you will glean from our work this year, is that it did not knock us down, but it built us up as an agency of its people, of its community, for its community.

Not only did BACS not skip a beat this year, **we opened a record number of new programs and interventions, spreading our reach even further and deeper in to the community.** We also reflected as we are in the last year of our three-year Strategic Plan, gearing up for a process that will build on where we have been this year – this 67 years – and to build our next three year plan using our strength – of being the Agency that is deeply embedded in the neighborhoods we serve.



There are three things I want to call out in this year's Annual Report:

1. BACS served **12,478 people** – more than ever before – in one year – between 4 Counties. This is an unprecedented amount of people, families, community members served. It also demonstrates the need and frailty of our community. **91% of the people we served identify as people of color** – 75% of individuals and families identify as Black/African American. While this number shows we are deeply touching our community, it also shows the disparity and disproportionality of those ravaged by homelessness, mass incarceration, deep poverty, substance use issues.
2. Our staff reflects the community we serve, with 85% of staff identifying as people of color. Over 50% of our staff at BACS also identify as persons with lived experience – meaning – they've walked the walk – **they've experienced major challenges like poverty, homelessness, mental health challenges.** In the last year, we've invested deeply in our staff – increasing our wages, benefits, and professional development programs so that we are creating the future of BACS. Over 20% of individuals on staff were promoted in the last reporting year.

The Road Map

3. Our Financial picture is **healthy, strong, and ensures the future sustainability of BACS and its communities**. Non-profit organizations hold assets in the community trust – and must be prudent to be viable for our community for decades to come. Our growth is attributed to our expanded services and investments in the communities, while keeping a very low 12% administrative overhead, which means for every dollar, most of it went to direct support.

As you walk through our Report, focus on the people. **The people we serve, the people we hire from our communities, the people that have given to BACS**. You will see an organization that is the Community's Organization. **Your Neighborhood's Organization**.

And while next year will be just as challenging as this year, we have gotten even stronger – sharper in our focus that **without BACS in your neighborhood, 12,000 people would not have gotten the critical help they needed**. They would not have gotten roofs over their heads. Services to navigate them back to health and wellbeing. Rental assistance to stave off an eviction. A new job after not working for years due to their disability. Support coming out of an institution like a hospital or jail to help them reintegrate.

For BACS – we will continue to hold our communities – break the vicious and racist cycles that keep our communities down – and our mission will not be met until we do so.

With perseverance and appreciation to you, our supporter,



Jamie Almanza, MBA, CEO



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:

Seven Homes to End Homelessness



In 2020, it has been clearer than ever that housing is more than a roof, so BACS invested in our housing co-ops. This year, BACS purchased **7 homes, ending homelessness permanently for 42 more people!** We promote dignity by guaranteeing private rooms. Our community co-op houses prevent isolation, and promote health & independence. We buy 6-bedroom homes and move people in within 30 days, for less than the cost of a single new affordable housing studio.

First Program in San Mateo Opens

Can you imagine trying to recover from a major physical illness or injury while living on the streets? That is where our San Mateo Recuperative Care program comes in. People in need will have access to short-term residential support as they heal, care coordination, nursing support, mental health support, and more, promoting long-term health and wellness. This is our first program supporting San Mateo.



Support for Mental Health Crisis Expands



BACS opened our third residential crisis mental health support program, Amber House, in Oakland. Amber House is a short-term community alternative to psychiatric hospitalization, or support following hospitalization, for individuals in active psychiatric distress who need support to cope and heal. Amber House is embedded in the community, and speeds up recovery while creating a long-term plan for wellness.

The Annual Impact

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BACS Stands Against Injustice and Demonstrates for Change



BACS stood for the community and demanded 'whatever it takes' to bring change following the violence against George Floyd and Breonna Taylor. BACS organized a demonstration against injustice, discrimination, and systemic racism— which impacts people experiencing mental health and housing crises beyond measure. Hundreds came out in community solidarity for thousands of people of color who have lost their lives to systemic violence and racism.

BACS Expands Support to KEEP EVERYONE HOUSED

When COVID-19 hit, we anticipated that thousands of households would be unable to pay rent and expanded the work of Keep Oakland Housed into **Keep Everyone Housed**, partnering with Emeryville & Hayward to quickly start rental assistance programs for people affected by the pandemic – **695 families** have stayed in their housing (instead of falling into homelessness) in just three months. Kaiser Permanente Leadership donated 'Homes in Baskets' to support people moving in to housing for the first time.



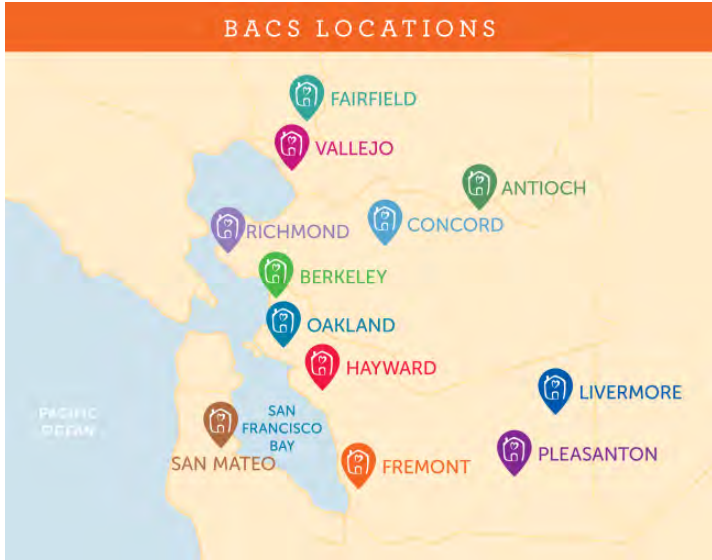
Governor Gavin Newsom Visits BACS in Contra Costa County



In response to COVID-19, BACS — operating two sites and serving 600+ people — joined Project Room Key, the state-wide initiative to provide a safe place for unhoused community members to shelter-in-place. Governor Newsom visited BACS' hotel in Pittsburg, home to 170 unhoused people at-risk of COVID-19, to discuss Project Home Key. BACS will be part of the vision of ensuring these community members do not go back to the streets after the pandemic.

The People

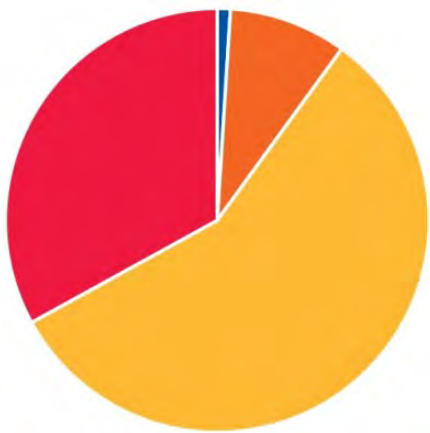
This year, BACS provided services to **12,478** unique individuals.



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

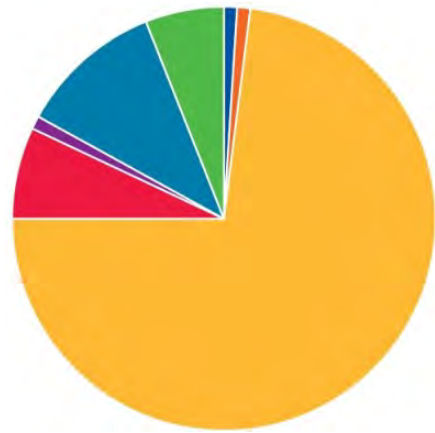
- 74% are un-housed
- 64% are involved with the criminal justice system
- 92% live with at least one chronic health condition (mental health, substance use, physical health).
- 14% of people we serve identify as LGBT

Ages



- 17 or younger - 1%
- 18-25 - 9%
- 26-50 - 57%
- 50 or older - 33%

Race/Ethnicity



- Black/African American-75%
- Latino/a/x-7%
- Multi-Ethnic-6%
- Native American-1%
- Pacific Islander-1%
- Asian-1%
- White-9%

BACS surveys clients twice a year, and uses that feedback to improve services. This year, clients reported:

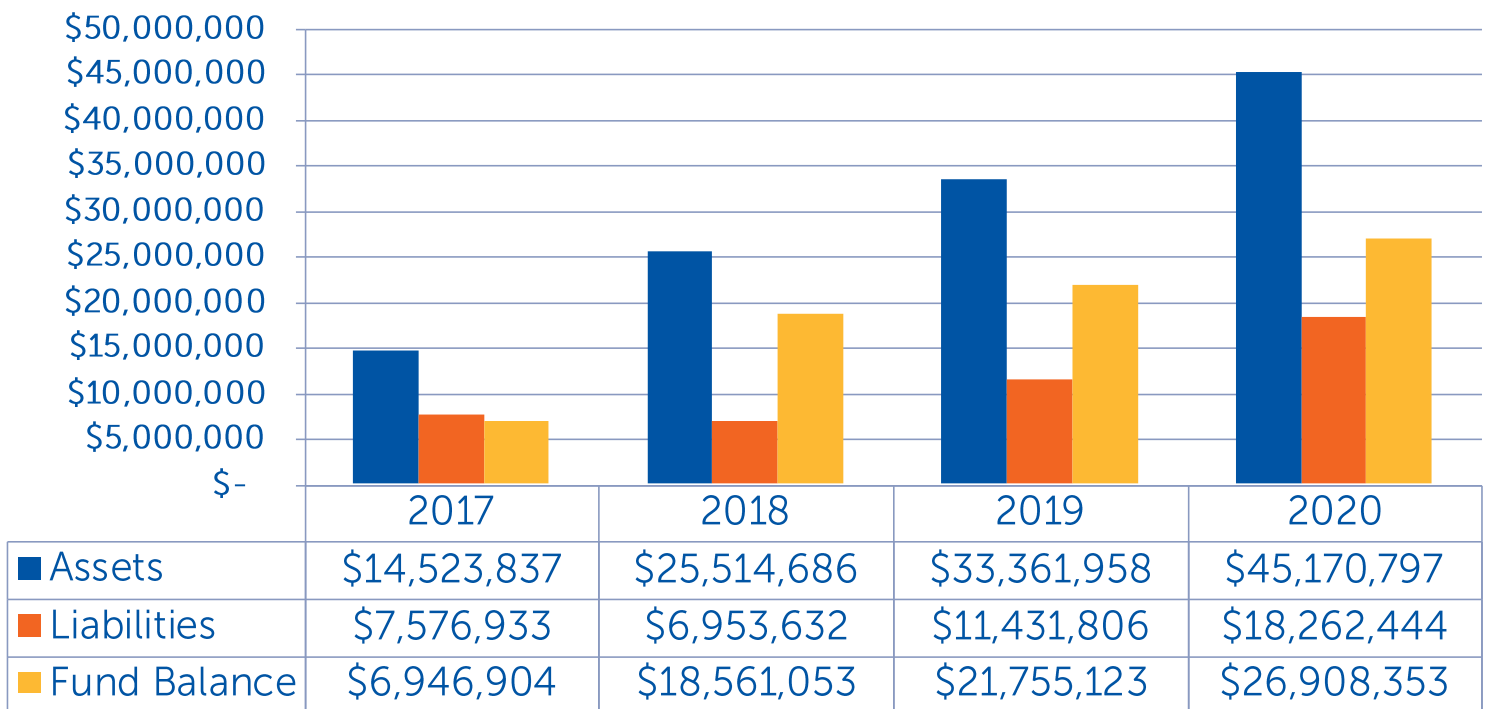
- 94% like the services they received.
- 86% feel they belong more in their community as a result of BACS services.
- 96% felt staff were sensitive to their cultural background
- 91% deal more effectively with daily problems as a result of BACS services.

The Finances

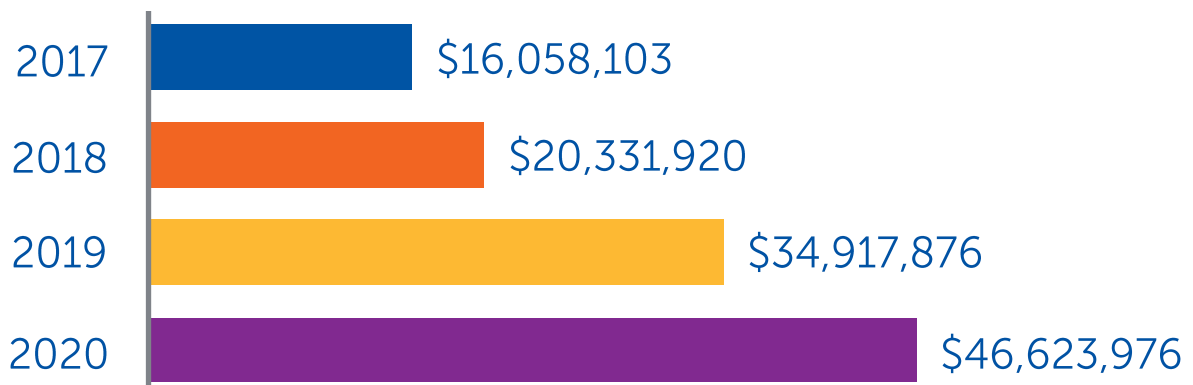
This fiscal year (07/01/2019—06/30/2020), BACS' budget was **\$57,193,755**. Last fiscal year, BACS' budget was \$41,104,926 - a 39% growth in one year!

BACS' administrative overhead rate is only 12%, meaning that **88% of our budget goes directly to program expenses**, direct staff costs, and investing in housing & infrastructure improvements.

Overview of Financial Position

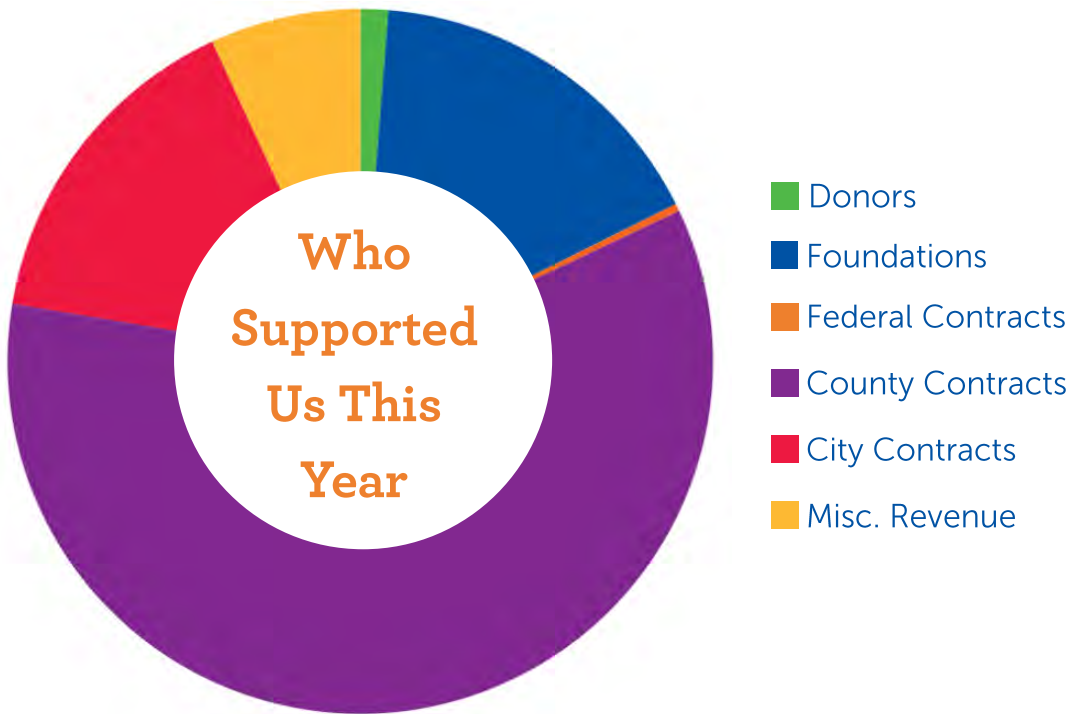


Spending On Program Services



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

Kaiser Foundation Hospitals | San Francisco Foundation | CRANKSTART | Hellman Foundation | New Venture Fund | Anthem Blue Cross Foundation | Loud Hound Foundation | Kelson Foundation | Anonymous Benefactor | Walter & Elise Haas Fund | East Bay Community Foundation | Barbara MacAuliffe | Alta Bates Summit Medical Center | Wells Fargo Foundation | Sweet Maria's Coffee Inc. | Dennis & Marcia Elchesen | Pamela Riley & Denis Collins | John Steinfurst & Sharon Collins Family Fund | Jamie Almanza | Susan & Kyle Weaver | Quinn Lung | First Republic Bank | Nasser Azimi | BAYER | Thomas Mayhew & Matti Fromson | Tamarack Fund | Learning By Giving Foundation (UC Berkeley Haas School of Business) | Benjamin Blake | Michael Ward | East Bay Community Energy | Ezra Klein & Annie Lowrey | Warren & Karen Bird | SHP Foundation | Philip Soffer & Abigail Cooper | Mary Jane Dean | Marjorie Follette | Jamie Bramwell | Stoddard Charitable Trust | Jovan Yglecias | Tanja Powers | Betsy Schwarzwaldner | Dan Sanguinetti, PC Professionals | Emily Rosenberg | Robert Wood Johnson Foundation | Salesforce | Inner Sounds Meditation | Lauren Salvo | Sandy Koshkin and Barbara Levin Charitable Fund | Wayne Mark Diamond | Glenn Batchelder | Eric Dyce | Harborside Health Center | Gary Bramwell | Pamela Dernham | Medtronic YourCause | George Nobori Jr. | Jacqueline Richter | Jackie Downing | Alistair McElwee and John Gooding | Porshe Gordon | Debra Goldentyer | Porshia Mack | Rena Rickles, Esq. | Kiranjeet Banger | William Ahern | Leabah Winter | Nikola Filby | Craig Dennis | Dale Walker | Evelyn Williamss | Leslie Trutner | Gretchen Brosius | John & Romer Stevenson | Gail Wachtel | as well as more than 584 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 Team

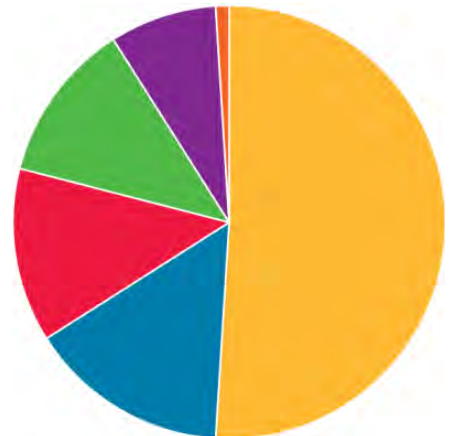
This year, BACS' 311 staff members embodied our 'whatever it takes' motto. The BACS team is filled with smart, socially conscious, and dynamic people who are committed to uplifting the community and each other. BACS is governed by a volunteer Board of Directors. Our board members guide BACS activities in accordance with our mission, vision, and values.



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.

Race/Ethnicity

■ Black/African American-51%
 ■ White-15%
 ■ Latino/a/x-13%
■ Multi-Ethnic-12%
 ■ Asian-8%
 ■ Pacific Islander-1%



BACS has a dedicated Cultural Responsiveness Advisory Committee, which seeks to break barriers in providing culturally sensitive care by educating the agency on cultural humility, and to build awareness to better support each other and the communities we serve

We provide educational stipends, training, and mentorship to grow future leaders. This year, we promoted 20% of our team!



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, with access to quality housing.

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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