

A Thousand Acts of **Kindness** and **Hope**



Executive Director Summary

This was not the year that any of us expected, was it? And yet, in many ways, as individuals, as Trinity Center, a nation, and a global family, we have accomplished more this year than we might have expected in a "normal" year, and certainly more than we thought we could in the middle of a pandemic, economic upheaval, and deep-rooted discord among people. We celebrated as dozens of members moved into their new homes at St. Paul's Commons and elsewhere. In the face of COVID-19 we kept our doors and hearts open, knowing that for many, Trinity Center is the only place they can "shelter-at-home" and we have continued to keep each other safe against illness, isolation, and despair. We packed (again) and moved into our beautiful new home on Trinity Avenue in May, and throughout the summer strengthened partnerships with other critical service organizations including Loaves and Fishes of Contra Costa and White Pony Express. As we wind up the year, we are honored to be recognized with accolades including 2020 California Nonprofit of the Year, Outstanding Innovative Program, and Making a Difference awards. **The best achievement is that we are all still here, we are together, and we are looking with hope to the future as we continue to develop new services, reach wider circles of supporters, and prepare to be here for people who may never have thought they would be facing hunger and homelessness.** Thank you for helping us remain ready to serve those who count on us now, and those who may be welcomed through our doorway to opportunity in the months and years to come. No one is alone as long as Trinity Center is here!

Leslie Gleason, *Executive Director*



Board Chair Update

2020 has been a pivotal year for Trinity Center. It was the first year of leadership for a new Executive Director, the year Trinity Center moved to St Paul's Commons and the year of COVID-19. The amazing team focused on providing hope for Trinity Center members despite all these changes. **As demand for services increases and the needs of the members change, the team has demonstrated creativity and a mission focused response to the issues they face.** Trinity Center Board of Directors is proud to support this outstanding staff and organization.

Molly Pfau-Clopp, *Board Chair*



Volunteer Update - Participate in our Mission

We look forward to the day when we can welcome volunteers back on-site to Trinity Center! In the meantime, we are developing opportunities to volunteer remotely. Please continue to check our website for updates and learn about ways that you can make a positive impact.



Program Update

2020 has been a strenuous year, especially for those who struggle with homelessness, housing, or food insecurity. Public resources are scarce and access to shelters is extremely limited. Being forced outdoors presents challenges with weather and the cold and rainy winter months are approaching. Trinity Center remains a stable home for our community by continuously providing critical services, vital shelter and encouraging member advocacy. We remain flexible to adjust to the changing COVID-19 protocols and have persevered by creating new programs and fostering continued member success!

Since March 2020:



- **Moved to our new home at St. Paul's Commons**, where we provide support for 17 of the 44 affordable housing units and operate our Day Center on the ground floor
- **St. Paul's Commons Tenant Assistance**, which ensures tenants have resources to sustain their housing



- **Young Adult program**, focused on homeless prevention through outreach and chronic homeless prevention
- Winter/Evening Program resulted in **13 members being housed** and **4 referrals to residential Substance Use Disorder (SUD) treatment facilities**



- **Safe Parking Program** provided shelter and continued case management to 18 unique individuals
- 17% increase in the number of unique individuals seeking services and a **45% increase in the number of unique individuals that are actively employed.**

Success through perseverance:

A young man came to Trinity Center after having lost his job as a result of COVID-19. He had no family or friends that he could depend upon and he visited daily, for critical services like meals and laundry. He was determined to join the United States Navy and needed help to pass an entrance exam. He was connected with a volunteer tutor, and they worked together at Trinity Center for weeks. **Thanks to the support he received from Trinity Center, from his tutor and his own perseverance, this member passed his exams and is now an active member of the United States Navy.** This story continues to inspire our entire community!

We look forward as we focus on:

- Creating virtual and/or COVID-19 safe **volunteer opportunities**
- **Extending the Substance Use Disorder Program** to include a Sober Living Environment Support program
- Formalizing an **Employment Readiness and Referral program**
- **Expanding group support sessions** in Substance Use Disorder, Mental Health, Employment Training and Life Skills

New Young Adult Program

In October 2020, Trinity Center launched a **Young Adult Program to serve Transition Age Youth (TAY), ages 18 and above.** This population faces unique obstacles and challenges in self-identifying as homeless, at-risk of being homeless or having food insecurity. The goal of this program is to engage in community outreach and to make a significant impact in providing rapid resolution and chronic homeless prevention.



Partnerships

Trinity Center has developed inventive partnerships to provide the most comprehensive referral services to our members and maximize productivity. Loaves & Fishes of Contra Costa serves a hot lunch five days a week at Trinity Center with the goal to operate a public dining room. White Pony Express provides items for our clothing room and food as needed. We are also grateful for our long-time partnership with Netxperts, who provide vital computer networking and technical support.

Demographics January - October 2020

Since the Shelter in Place Order began, many of the service locations people were previously using have closed, leaving Trinity Center as one of the only service agencies open for people to shower, do their laundry and stay indoors.



Impact of COVID - 19

Trinity Center continues to provide a vital public health benefit through our diverse services, including day shelter that meets crucial needs for food, clothing, cleanliness, security, support, communication tools and current health information, despite the challenges presented by the COVID-19 pandemic. Since the beginning of the shelter-in-place order, we have experienced an **increase in the number of members who are actively employed and seeking services** due to the economic impact of the pandemic. These members have needs that are different from those who have been chronically homeless, and our Member Advocates are adjusting our programming to meet their needs. Compared to January through October last year, we have experienced a **19% increase in the number of Black or African American members**, a **23% increase in the number of Hispanic members** and a **44% increase in the number of Veterans**. We have also experienced a 30% increase in those that self-identify as chronically homeless, 40% increase in those with a chronic illness and a 36% increase in victims of domestic violence. As the increasing trend continues for female members ages 55 and above, we have conversely seen a 25% increase in the number of male members under the age of 44.

Trinity Center's Immediate Response

Our work is predicated on the belief that there are numerous long-term positive impacts from first addressing the immediate needs our members, and then focusing on a clear plan that addresses not only housing and food insecurity, but issues relating to substance use, domestic violence, education, language barriers, discrimination, financial instability and mental health—each of which is exacerbated by the current pandemic. We are adapting to the ever-changing environment to keep our vulnerable population safe as well as continuing to make progress on their wellness plans. We have been forced to suspend on-site volunteer programs and operate with a limited staff. We facilitated access to hotel settings under Project RoomKey for our most vulnerable members, ensured that all members have access to hand washing facilities, hand sanitizer, face coverings, and arranged

for Health Care for the Homeless to provide on-site testing at Trinity Center. **Recognizing the need for continued case management and psychosocial support, our Member Advocates have increased outreach through telephone and online appointments to identify the rapidly changing needs of our community.** While shelters are closed and outreach teams and partner housing navigators are deployed elsewhere, our staff are providing in-person emergency guidance and housing search support, as the urgency for obtaining safe and affordable housing grows.



Hope for the Future

With everyone wearing face coverings while at Trinity Center, we look into the faces of our most marginalized and vulnerable community members, and trust that they can see the love in our eyes and the smiles under our masks. **As demand for services increases, we are committed to keeping our Day Shelter open, despite the rising costs.** As winter approaches, we are committed to providing the Winter Overnight Program especially as other shelter facilities are closed. It is a challenge for our small staff to carry out our daily operations, adapt to unforeseen changes, and devote time and energy to obtain additional funding and we believe the increased need will last beyond the immediacy of the current crisis. **We are grateful for the continued support from our community and donors, which is crucial in allowing Trinity Center to focus on what we do best - responding compassionately and effectively to the growing number of people who currently have few other places to turn for help and holding on to hope for the future.**

Persevering through COVID with Hope! - Staff stories

Leslie G
My son got his Learner's Permit and I discovered a cute beach town called Dillon Beach!

Marjolein
I am expecting my second child!

Pam
I stopped labeling things good or bad and now decide who I allow to take up space in my mind and heart.

Victoria
I have an increased appreciation for each healthy day and the ability to take a deep breath.

Jenny
I got married!

Scott
I went camping and saw the most spectacular view of the Milky Way I have ever experienced!

Charlie
Relationships with my close friends have grown so strong. We maintain a positive attitude and encourage others to do the same.

Lucy
I have taught myself to slow down to enjoy the little things, something I plan to continue long after the last mask.

Jon L
I received an amazing job opportunity as the Coordinator for the new Young Adult Program at Trinity Center.

Patty
I have learned how to sing virtually allowing me to continue to sing with the Mt. Diablo Unitarian Universalist Chalice Choir!

Leslie B
I have been able to work on my bike and spend more time outdoors enjoying the fresh air and sunshine.

John W
I started my very own vegetable garden!

Tommy
I have gained a greater sense of the importance of teamwork.

Kevin
I was able to support my colleague through a challenging decision presented due to Covid.

Mark your Calendar

Friday, May 21, 2021 - Save the Date for our Annual Night of Hope Gala: Be sure to visit www.trinitycenterwc.org to sign up for our e-newsletter to receive more information. **Engage with us on social media:** Facebook, Instagram, YouTube and LinkedIn.