



## Hope's Corner 2022 Program Report

### 2022 Meal Program Results

Hope's Corner volunteers prepared and cooked healthy meals from scratch in the onsite kitchen on Wednesday and Saturday every week during 2022. On Saturdays, the meal program provided a hot meal in a takeout box with 4-5 hot items which included protein, eggs, potatoes/rice, and fresh hot vegetables. On Wednesdays, the hot meal included 1-2 hot items. All meals are served with a bag lunch including foods like green salad, fresh fruit, cheese, protein bars, fruit cups, crackers, nut butters, canned meat, cereals, nuts, milk or juice. In addition, a coffee and light breakfast service was offered every Monday morning in 2022. Every Monday, volunteers help guests start the day right with a cup of coffee, fresh fruit and a sandwich or bagel.

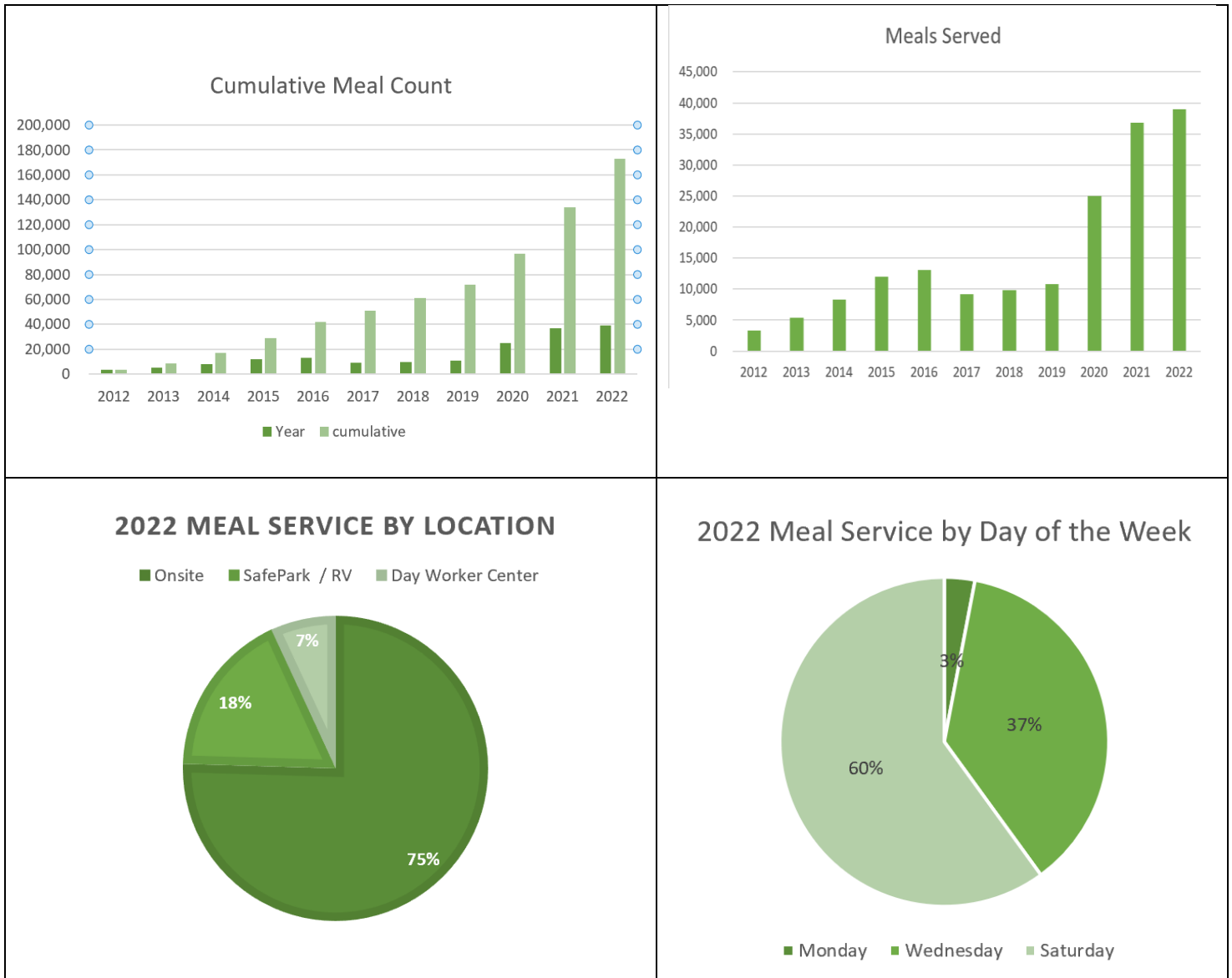
2022 also saw some small steps back to pre-Covid times which included discontinuing the drive-through option on Wednesdays and Saturdays. The drive-through service was made possible in 2020 and 2021 through a special use permit from the City of Mountain View to utilize their parking lot. As the stores and restaurants reopened along Castro Street, the parking lot special use permit was ended so patrons could utilize the lot for parking. Discontinuation of the drive-through service caused no measurable impact to the number of meals served on those days.

Although the impact of Covid began to lessen in 2022, Hope's Corner continued to serve meals in a "to-go" format. There continued to be occasional outbreaks of Covid and guests and volunteers were not ready to return to sit-down eating indoors without masks quite yet.

Throughout 2022, Hope's Corner delivery of meals to the Mountain View SafeParking program continued on both Wednesdays and Saturdays. We prepared an average of 50 meals on Wednesdays and 80 meals on Saturdays for this program. On Wednesdays, volunteers come to Hope's Corner and pick up the hot meals and bag lunches and take them to the SafeParking locations. On Saturdays, the meals and additional groceries, milk, fruit and other donated items are loaded into the Hope's Corner van and are driven to the three parking lots and, if supplies allow, additional neighborhood areas where RV dwellers frequently park. In total, 39,123 meals were prepared and served by Hope's Corner in 2022.

- 28,493 meals were served to guests who came to the onsite program Wednesday and Saturday.
- 1,034 meals were served during the new Monday Morning service
- 6,921 meals were provided to residents of the Mountain View SafeParking program residing in their car, RV or van in nearby parking lots.
- 2,675 meals were provided to the Day Worker Center of Mountain View

By the end of 2022, a total of 173,169 meals have been served by Hope's Corner since inception.



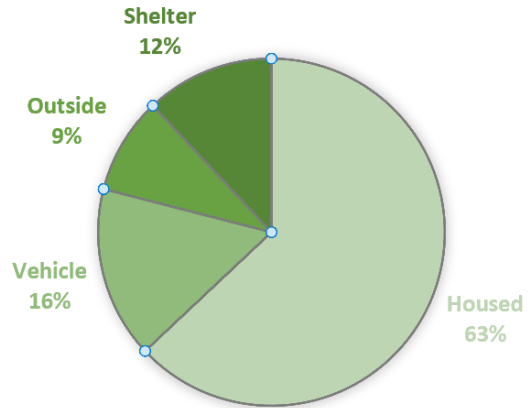
## 2022 Meal Program Guest Demographics

In total, 1,728 individuals came to Hope's Corner for a hot meal in 2022. The majority of the meal program guests live in Mountain View (61.8%) and Sunnyvale (14.2%) with a few coming from various other near-by cities. Housing status reported by guests showed 63% of the guests have permanent shelter, while 16% reported they live in a vehicle or RV, 12% live outside and 9% are in a temporary shelter. Youth (children age 17 and under) represented 10% of the guests who received a meal in 2022, and seniors (adults age 60 and over) totaled 48% of meal participants.

**2022 Meal Guest City of Residence**

<b>Mountain View</b>	<b>61.8%</b>
<b>Sunnyvale</b>	<b>14.2%</b>
<b>Palo Alto/East Palo Alto</b>	<b>8.4%</b>
<b>San Jose</b>	<b>5.2%</b>
<b>Santa Clara</b>	<b>2.2%</b>
<b>Los Altos/Los Altos Hills</b>	<b>2.1%</b>
<b>Other</b>	<b>2.0%</b>
<b>Cupertino</b>	<b>1.8%</b>
<b>Undisclosed</b>	<b>2.3%</b>

**HOUSING STATUS 2022**



**2022 Meal Guest Age and Gender Information**

	<u>Male</u>	<u>Female</u>	<u>Total</u>
<b>Youth (0-17 years)*</b>	-	-	<b>10%</b>
<b>Adult (18-59 years)</b>	<b>25%</b>	<b>17%</b>	<b>42%</b>
<b>Senior (60+ years)</b>	<b>26%</b>	<b>22%</b>	<b>48%</b>

\*gender of youth is not recorded

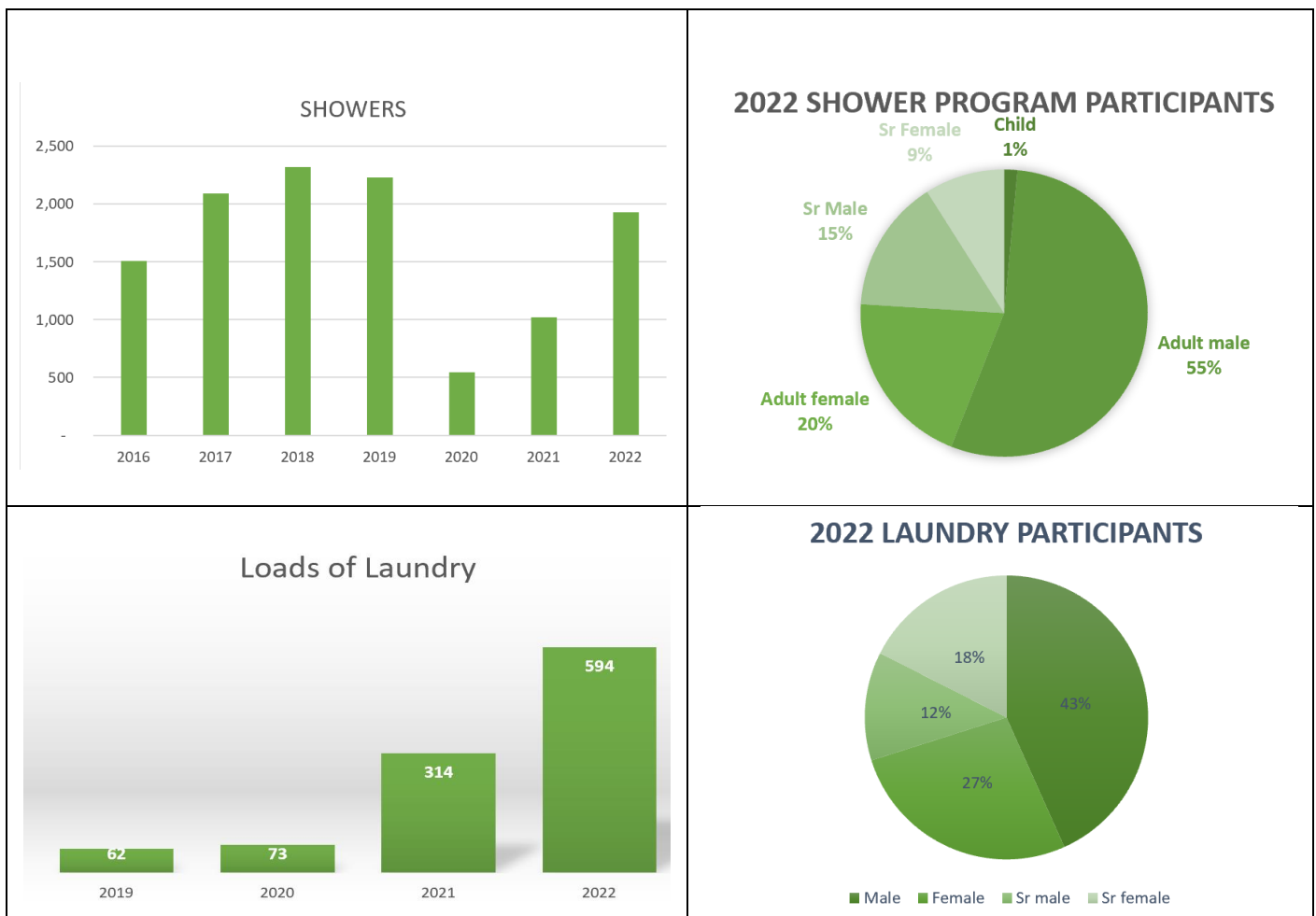
**2022 SHOWER AND LAUNDRY PROGRAM**

The shower and laundry program is available to any unhoused individual in need. Participants make an appointment when they pick up their meal, and often there is more demand than appointment times available and we have a waitlist. Program participants are offered toiletries like shampoo, soap, razor, shaving cream, dental supplies, lotions, etc. and are given a towel. In addition, participants are offered new underwear, socks and t-shirt each time they come to the program. We also maintain a clothing closet with shoes, pants, shirts and jackets for those who do not have enough or proper clothing. In August 2022, we added Monday morning to the shower and laundry program, bringing the total service days per week to 3; Monday, Wednesday and Saturday. The program hours are Mondays 7am-10am, Wednesdays 8:30am-12pm and Saturdays 8:30am-2:30pm.

The shower program was offered 122 days in 2022. In total, 1,928 showers were enjoyed by 200 unique individuals. The majority of shower participants were adult males (109 participants age 18-59) who accounted for 55% of the shower participants in 2022, down from 70% of the

shower participants in 2021. Female guests (30 individuals age 18-59) accounted for 20% of the shower users and senior males (age 60+) utilized 15% of the showers. 17 Senior Females accounted for 9% of the showers and 3 youth utilized the program in 2022.

Due to the Covid-19 health crisis, the shower program was closed much of 2020 and re-opened in March 2021. The shower program was offered 84 days in 2021. New cleaning and sanitization procedures adopted to prevent the spread of Covid-19 requires the shower rooms to be sanitized and air-out for 10-minutes between guests which reduces the total number of showers per day available compared to pre-pandemic operations. Even with the additional time needed for health and safety, the addition of Monday shower hours resulted in 2022 total shower count to reach near the pre-pandemic shower count.



The laundry program was also offered on 122 days in 2022. In total, 594 loads of laundry were washed and dried for 97 individuals; 42 adult males, 26 adult females, 12 senior males and 17 senior females participated in the laundry program. Laundry program is offered to unhoused individuals and they are allowed one load of laundry per program day. Participants sign up for a laundry appointment when they pick up their meal, and we often have a wait-list for this service as well. The laundry program started in Q4 2019, and was then closed for much of 2020 due to Covid-19. The program was re-opened and offered 84 days in 2021.

## More than Meals & Showers

Hope's Corner continued to grow and expand services throughout 2022. We continued to recruit volunteers to come help provide our guests with free goods and services such as flu shots, Covid vaccines and boosters, Santa Clara County Health services, haircuts, gift cards, custom crafted coffee bar, holiday toys, hygiene supplies including masks and hand sanitizer and clothing.



### Making Happy Holidays

The 2022 holiday program served 243 families (30 more families than 2021) totaling 665 youth age 0-18 years. Through the generous donations from our community members, parents were able to select up to three gifts per child, stocking stuffers, books, stuffed toys and candy. In addition, each family received a \$25 gift card for groceries. The Holiday Program was made possible by the donation of over 350 hours of volunteer time to collect, organize and distribute over 2,000 toys and gifts. A happy holiday indeed!



### Haircuts

Through a generous donation of time and materials from Seeds of Hope Silicon Valley, four free haircut events were provided at Hope's Corner in 2022. At each event, three stylists pampered guests with a personal haircut and fun conversation. In total, guests were able to enjoy 132 free haircuts at Hope's Corner in 2022.



## Health & Immunizations

During 2022, Hope's Corner passed out over 1,500 free covid home tests to our guests. In addition, we were able to provide thousands of free face masks and bottles hand sanitizer to ensure the guests had all the supplies they needed to stay healthy during the pandemic.

In December 2022, we coordinated a free, on-site immunization clinic in cooperation with County of Santa Clara Public Health Department's Mobile Response Team. The immunization clinic provided Covid boosters and Flu shots for 21 Hope's Corner guests.



Community Services Agency of Mountain View and Hope's Corner entered into an agreement that helped expand the shower and laundry program to include Mondays beginning in August 2022. As part of that agreement, CSA case managers work onsite at Hope's Corner during the Monday and Wednesday morning program. The case managers are able to make appointments to meet with guests at Hope's Corner as well as being available for walk-up visits. Having the CSA case managers on site helps guests by eliminating transportation problems and allows guests to make appointments earlier in the day than is typically available onsite at CSA.



## Scouting

Hope's Corner receives support from the local Girl and Boy scout troops in the area. Los Altos Troop 30 completed their annual Scouting For Food event in November for the benefit of Hope's Corner and delivered three vans worth of food and supplies to Hope's Corner. In addition, several scouts donated their time organizing and running fundraisers and donation drives for Hope's Corner during 2022. And in August 2022, a boy scout from Troop 233 designed and built a charging station with locking cubbies so guests could safely charge their devices while utilizing the programs at Hope's Corner without worrying about the security of their property. The charging station averages 3-5 uses every program day.



Hope's Corner guests also have access to **The United Effort Organization, Inc.**, for those who need help 'beyond a meal' every Wednesday and Saturday during the meal program. The United Effort Organization provides personalized, one-on-one assistance by caring volunteers onsite at Hope's Corner. The volunteers love a challenge and have solved many frustrating

situations for individuals who seek assistance. Typical assistance includes access to cell phones, food assistance, solar power and batteries, help applying for benefits, filing for COVID relief funds, unemployment applications, DMV paperwork, tax return filing, and finding housing and employment.



## **2022 Bicycle Program**

Hope's Corner partners with Silicon Valley Bicycle Exchange to keep our guests moving. The program provided 72 free bicycles to our guests in 2022, which includes a lock and lights for safety. The Bicycle Program is offered most Saturdays from 8am-10am when guests can drop-in for simple repairs such as flat tire repairs and brake adjustments. In 2022, Silicon Valley Bicycle Exchange and Hope's Corner offered a bike repair workshop onsite at Hope's Corner for more extensive repairs.

## **Thank you to the 2022 volunteers who made it all happen!**

Hope's Corner employs only a few part-time employees (a program coordinator, two program assistants and a bookkeeper). Therefore, almost everything that happens at Hope's Corner is done by volunteers. In 2022 we subscribed to the volunteer software "VolunteerLocal" which allows interested volunteers to complete their volunteer application and liability waiver online and then browse open volunteer positions and sign up all online. Volunteers can manage their shifts and pull reports as needed from the software. In addition, we received a donation to fund the purchase of an iPad to set up a kiosk where volunteers sign in for their shifts using the iPad.

In 2022, volunteers logged over 12,000 hours of program service assistance for Hope's Corner centered in the following areas:

- Food program
- Shower and laundry program
- Board members
- Administrative tasks (fundraising, community outreach, website, newsletters, etc.)
- Holiday program
- Bicycle program

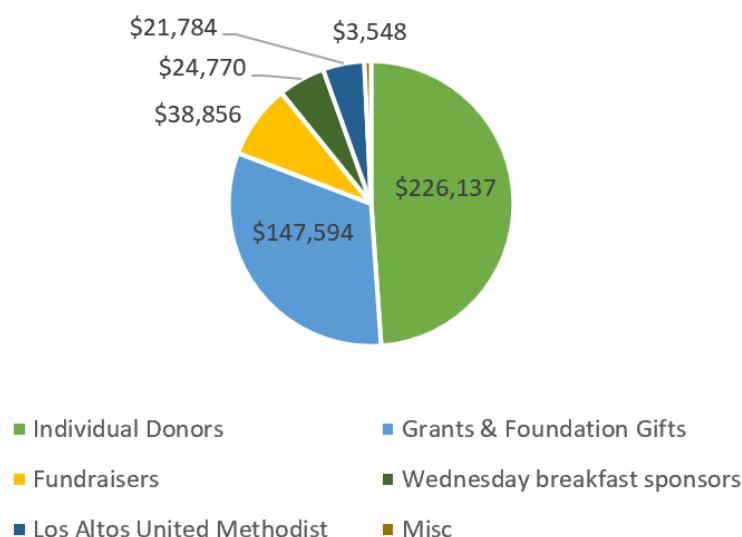
In addition to the above regular volunteer tasks that are captured by the VolunteerLocal software, we enjoy many other services donated by volunteers onsite including haircuts, immunization clinics, musical entertainment, surveys, translation services, basement organization, site cleaning. But wait, there is more! Countless more volunteer hours are donated off-site including grant writing, lunch bag decorating, toiletry kit assembly, supply drives, fundraisers, hat and scarf knitting, website maintenance, newsletters and publications development, and so much more.

# Thank you to our 2022 financial donors

Hope's Corner relies solely on the support of the donors to run programs and pay for the expenses necessary to provide the services. The majority of funding comes from the generosity of individual donors as well as grants. In 2022, we received \$462,689 in funds to operate our programs from the following sources:

- Individual donations and gifts \$226,137
- Foundation gifts & Grants \$147,594
- Fundraising events \$38,856
- Wednesday Breakfast Program \$24,770
- Los Altos United Methodist \$21,784
- Other \$3,548

2022 Operating Income \$462,689



Individual donations totaling \$226,137 were the largest part of our funds in 2022 and include direct donations from community members and indirect donations via company matching programs, participation in programs like AmazonSmile, Target Circle, and individual fundraising events like Scouting projects, school service projects, lemonade stands, and contributions to the onsite donation jar.

Grants and foundation gifts totaled \$147,594 in 2022 and are awarded for specific program expenses or services like healthy food, holiday program, showers, as well as unrestricted funds to cover overhead and general operating costs. 2022 grants and foundation gifts were provided by:

- El Camino Healthcare District \$30,000
- Mercury News Wishbook Grant \$29,944
- Silicon Valley Community Foundation \$25,000
- The Callison Foundation \$20,000
- Los Altos Community Foundation \$11,500



- Emergency Food and Shelter Program \$6,750
- Sobrato Family Foundation \$6,000
- The Dorsey & Whitney Foundation \$6,500
- Fremont Bank \$5,000
- Los Altos Rotary Endowment Fund \$3,100
- Fenwick Community Fund \$2,000
- Walmart Community Foundation Grant \$1,000
- K2N2 Family Foundation Grant \$500
- Smart and Final Charitable Foundation \$300

The Wednesday Breakfast program at Hope's Corner is made possible by groups and individuals who donate \$600 toward the cost of the food for the meal and provide six to ten volunteers who prepare and serve the meal. 40 Wednesday breakfast services were sponsored in 2022 generating \$24,770. The 2022 Wednesday meal sponsors were:

- ❖ Highway Community - 13 meals
- ❖ Los Altos United Methodist Church – 10 meals
- ❖ Congregation Beth Am – 7 meals
- ❖ Lord's Grace Christian Church – 3 meals
- ❖ St Vincent de Paul, St Joseph – 3 meals
- ❖ Kiwanis Club of Mountain View – 2 meals
- ❖ San Jose Chinese Alliance Church, National Charity League, Vicki Headley – 1 meal
- ❖ Charities Aid Foundation, Andrew Bates – partial meal

### **Hope's Corner volunteers hosted two fundraisers in 2022.**

Tour de Hope 2022 was held on July 21 and raised \$10,050. This was a fun team-based spin/cycling event where teams of up to 5 people competed to pedal the farthest over 1 hours. El Camino YMCA in Mountain View hosted the Tour, providing use of their facility and use of their stationary bicycles. Participating teams included groups from local businesses, Hope's Corner volunteers and supporters and Hope's Corner guests.

Giving Tuesday was held on November 29, 2022 and raised \$26,305. This annual fundraiser is an international event that encourages the public to support organizations that do good. It occurs every year on the Tuesday after Thanksgiving as a way to give back at the outset of the holiday season.

### **Thank you to the in-kind donors who provided supplies that made our program successful in 2022.**

Hope's Corner received thousands of pounds of in-kind donations in 2022 to keep our programs running. Donations included: food, drinks, clothing, shoes, socks, backpacks, toiletries, sleeping bags, blankets, decorated lunch bags, masks, Covid tests, gift cards, hand-knitted hats & scarves, laundry soap, cleaning supplies, holiday toys, and much more.

## Food Donations:



Our largest in-kind donor is Second Harvest Silicon Valley Food Bank. Second Harvest provides items like meat, eggs, milk, peanut butter, juice, and fresh fruits and vegetables. Second Harvest provided 57,575 pounds of food to Hope's Corner in 2022 with an estimated donation value of well over \$150,000.



The majority of the donated prepared food comes from "A La Carte" a division of Loaves & Fishes Family Kitchen. This program rescues excess food from three local Meta corporate cafeterias and brings the food to Hope's Corner on Thursday evenings. We received an average of 600 meals per month from A La Carte in 2022, with an estimated donation value of over \$25,000.



A second donor of prepared meals rescued from the local companies like LinkedIn and other corporate kitchens comes from Peninsula Food Runners. Peninsula Food Runners pairs corporate kitchens, convention centers and other venues with volunteers who offer to drive the excess food from the venue to a local program that can utilize the food. We receive two to three deliveries from Food Runners each Friday evening. We received an average of 40 large food trays per month in 2022 from the Food Runners, an estimated value of over \$10,000.

In addition to the above food sources, the constant support from local schools, churches, businesses, community groups and volunteers help us to meet the needs of the guests who come to Hope's Corner for compassion and assistance. Some of the regular donors include Fruit 4 Good, Boy Scouts, Girl Scouts, National Charity League Orchard Valley Chapter, Bullis Charter, Springer School, Oak School, The King's Academy, Pinewood School, Pacifica Institute, Congregation Etz, Order of Malta, St Joseph, First Presbyterian MV, St Vincent de Paul, Egnyte, Le Boulanger, EarthBreeze, Teledoc Health, Club Estrella, Create the Change, SLOBS - Service League of Boys, YMSL - Young Men Service League, Rotary Club, Church Of Jesus Christ of Latter-Day Saints Youth Group, and many, many more.

## Expenses

The majority of funds are utilized for direct program expenses. In 2022 Hope's Corner operating expenses totaled \$297,367 of which \$203,960 (69%) was the direct cost for the meal program including food, food packaging, facility rent, utilities, cooking and operating equipment, janitorial, truck expense. The shower and laundry program expenses totaled \$56,152 (19%), which includes expenses like utilities, supplies, program staff, insurance, rent. Administrative costs totaled \$28,479 (10%) and includes insurance, office supplies, technology expense, professional services (tax filing, consultants, etc.) taxes and fees.

2022 Operating Expenses by Program

