



SAN FRANCISCO  
SAFEHOUSE

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**2021 YEAR IN REVIEW**





# JULIETTA HUA

Dear Friends of San Francisco SafeHouse,

As we continued to contend with the challenges of a pandemic, exacerbated wealth inequalities, and the effects of climate change, 2021 also brought new horizons of hope, creativity and possibility. The closing of the shelter-in-place hotel generated new energy and experience. The lessons of managing emergency, temporary housing have prepared the staff and organization to embark on a new chapter for SafeHouse. We are all excited to be planning and preparing for SafeHouse program expansion this coming year! What does this mean?

As part of our efforts to expand SafeHouse programming, the Board welcomed two new directors in 2021, Sandra Nunez and Gabby Ruiz. Sandra brings her experience with healthcare systems and assessments. Gabby comes with a wealth of experience working in affordable housing. Both are life-long residents of San Francisco and share with us their knowledges of the changing city. We are excited to welcome Sandra and Gabby to the SafeHouse community. Long-time SafeHouse staff member, Jazmyn Brown, is the new Associate Director of SafeHouse. Congratulations to Jazmyn and thank you for your continuing commitment and service!

We are proud of the work of Toni Eby, Jazmyn Brown and Kristen Moore in strengthening and supporting the staff, as the first step toward expansion of SafeHouse programming. The Hope Center continues to grow, and the transitional house remains a place where womxn can flourish (now with a new kitchen)!

2021 also brought to the fore important national conversations about structural racism. SafeHouse has always been an organization that strives to serve all womxn, and to support all womxn in reaching the futures they imagine for themselves. The national conversations around inequalities of all kinds affirm SafeHouse's mission and values, which focus on the structural racism that makes womxn of color disproportionately vulnerable to housing insecurity and gender violence. We also recognize that it takes all of us to be accountable and to act as advocates and allies in order to make change. We, the Board, invite and thank you, the reader, for being part of this larger community of change.

## BOARD OF DIRECTORS

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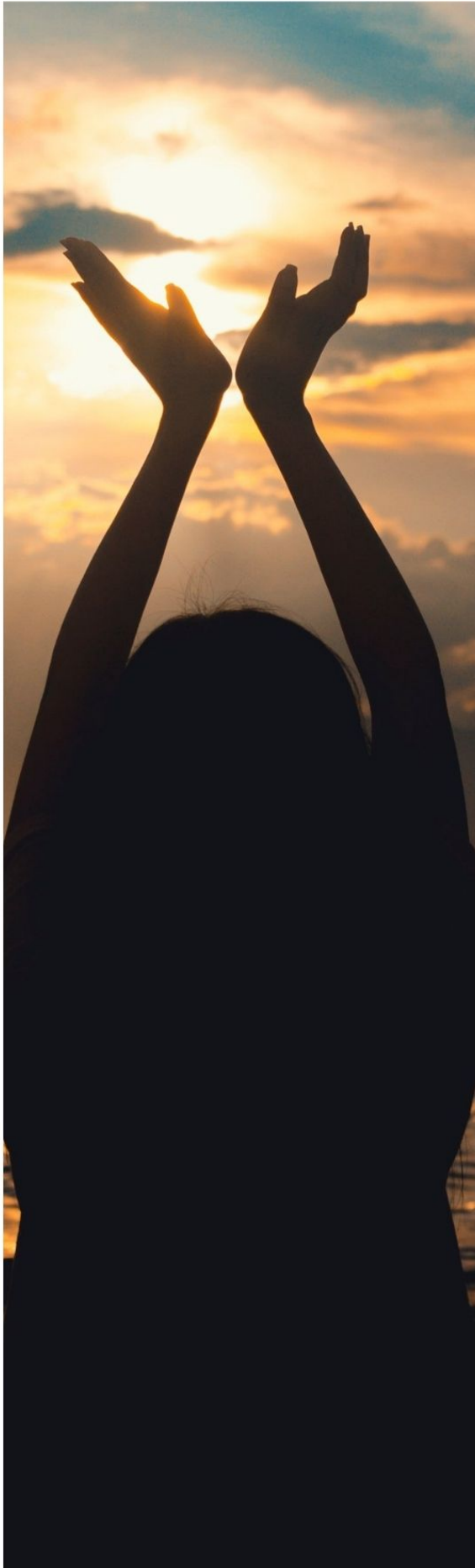


*"SafeHouse holds so many joyous stories like this one."*

## *A MESSAGE FROM GLENDA HOPE*

An email popped up from a SafeHouse graduate inviting me to celebrate her 18 years clean and sober and the one year anniversary of establishing her own thriving business. I recalled her saying: "if it had not been for SafeHouse, I would have died on the street." SafeHouse holds so many joyous stories like this one thanks to everyone who supports this transformative place and the courageous women who come there.





# 2021 AND BEYOND

BY: TONI EBY, MSW  
EXECUTIVE DIRECTOR

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Wow, what a year it has been here at SafeHouse! We saw some amazing success stories as more womxn than ever before moved into permanent housing, while also experiencing alarm as the demand for our services increased sharply as the number of unhoused survivors of sexual exploitation grew to levels previously unseen at SafeHouse. This only strengthens our commitment to support and empower this underserved population to ensure they can rebuild their lives and pursue their dreams.

Reflecting on this past year, I marvel at the resiliency of our community. Despite hardships created by the pandemic, this has also been a year of possibilities and learning, especially seeing the progress that arose when the community comes together to take care of its most vulnerable residents. The SafeHouse team dedicated much time to educating community leaders and departments on the unique needs of survivors of sexual exploitation and advocating for more community resources targeted to trauma-informed womxn's housing and supportive services.

The global crisis challenged our team to be creative and think outside of the box. Due to our advocacy and education efforts, SafeHouse received both city and private foundation funding to expand its Hope Center offerings to include a one-year rental subsidy program. This allowed us to move 12 unhoused survivors swiftly off the street and into safe permanent housing, while also providing case management and other supportive services at the Hope Center. The rental subsidies and supportive services allowed survivors the time and space to heal while also seeking employment or additional education. In addition, we housed 38 womxn with the SIP hotel program and served 21 womxn at our SafeHouse residence. SafeHouse's housing support of over 71 womxn this past year is the most in the history of the program!



While housing is the number one identified need of our clients, it is the individualized supportive services and "going the extra mile" that make our programs special. A caring check-in with a case manager or counselor, personal therapy, encouraging continuing education, the internship program, the dental fund, the aftercare for graduates, the clinical activities, and the nutrition advice -- all wrap

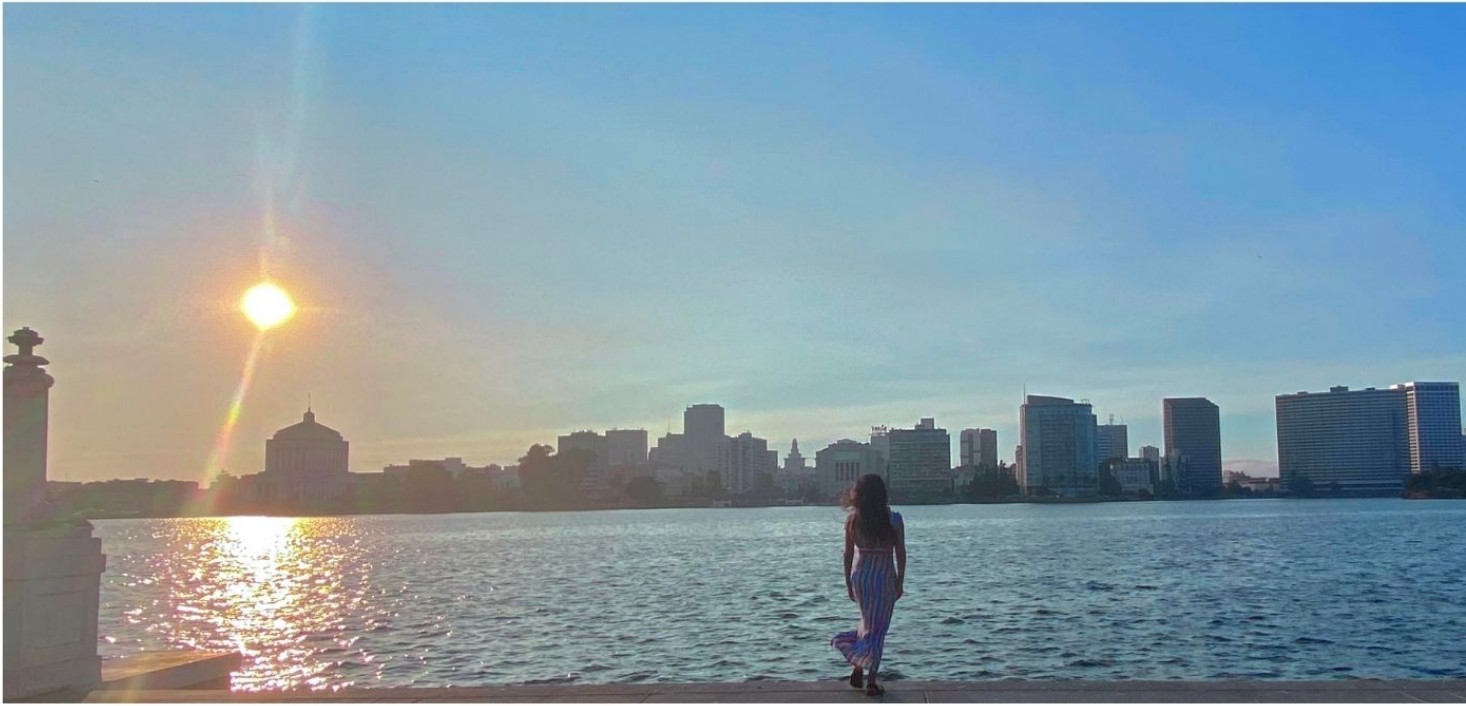
the survivors in a blanket of support and assists them in achieving their individual goals. Your dollars and in-kind donations are funneled to the most needed supportive services, which make our program special and unique. This extra care and support is what made the difference for me 13 years ago, and it continues to make a difference today for our most recent residents and graduates.

## "We served 114 womxn and housed 71 womxn."

We hope to carry the lessons we learned these past two years into our future plans for expansion. As we begin to evaluate the options for an additional housing program to meet the demand for our services, we think about the qualities that make SafeHouse special and use them as our foundation for the future. As we explore opportunities, whether it be an additional transitional residency for womxn and their children, a new 90-day emergency shelter, or even permanent supportive housing for graduates, we keep our long experience and the qualities that make SafeHouse special in the forefront as we begin our planning. **Thank you for being part of our journey and success and stay tuned for more exciting updates and progress on the expansion of our programs and the future of SafeHouse!**







# Resiliency

by Candace Christian, Program Manager

Just when we thought the pandemic was over, the residents of the transitional house had to face several challenges: vaccination decisions, education by zoom, delta variant, long lines and long wait for medical and dental care, still limited access to outside activities, and remodeling of our kitchen and bathrooms. This has forced our residents to practice flexibility, resilience in their daily lives. The womxn were able to show resiliency by taking out the time to hold each other accountable for the community expectations of the house and for each other's mental well being. The pandemic has allowed the womxn the opportunity to address their own mental health issues and get the courage to utilize SF SafeHouse's therapy services.

It also allowed the womxn to be more active with making positive choices that has brought about positive change in their lives.

As we continue to navigate through the pandemic, we made sure that we stayed true to sustaining the communal living experience. We had the ability to go on fun group team building trips and sit down in a restaurant and enjoy being out in the world again. This may seem like a simple task to others, but it wasn't for those who battle with anxiety, trust issues, being out in the community, and PTSD. The womxn showed true resiliency, courage, and strength by trusting the staff and trusting each other when out in the community.

Also, we had some great accomplishments during this pandemic. Several residents graduated and found stable housing with affordable rent in the Bay Area. Additionally, residents have been able to find stable employment in physical therapy, food services, and reception as well as join in person school again.

Womxn eventually began to receive outside support such as dental and medical services which all contribute to sustaining a healthy productive lifestyle. The women made major sacrifices as they were no longer able to stay overnight with friends and family, knowing the importance of maintaining social distancing and practicing safe protocols while





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interacting in the community. They were able to be safe by wearing masks indoors and outdoors, carrying hand sanitizer and sustaining a clean dwelling space for everyone. The world has changed drastically to the point that we tend to forget how impactful and healing a simple hug can be. The transitional house community had to learn how to use our words to impact our residents overall progress and healing. I took a moment to ask some of our current residents the question of “how the pandemic has helped them be resilient?” and some answered with the following:

- **“Becoming sober prior to entering the house and getting in an outpatient program with the support of staff here has truly helped during this pandemic.”**
- **“The pandemic allowed me to grow my faith with God and has given me the will to continue to move forward.”**

These impactful statements show that anything is possible with the support of your community and family.

Overall, the pandemic has allowed the womxn the opportunity to have a safe environment to live in, to heal, to cry, to grow, and to create a bond amongst each other. The transitional house is not just a house to the women, but a place that has allowed everyone to develop access to resources, stable housing, therapy, and the inner strength to not give up and to continue to move forward in their healing journey.



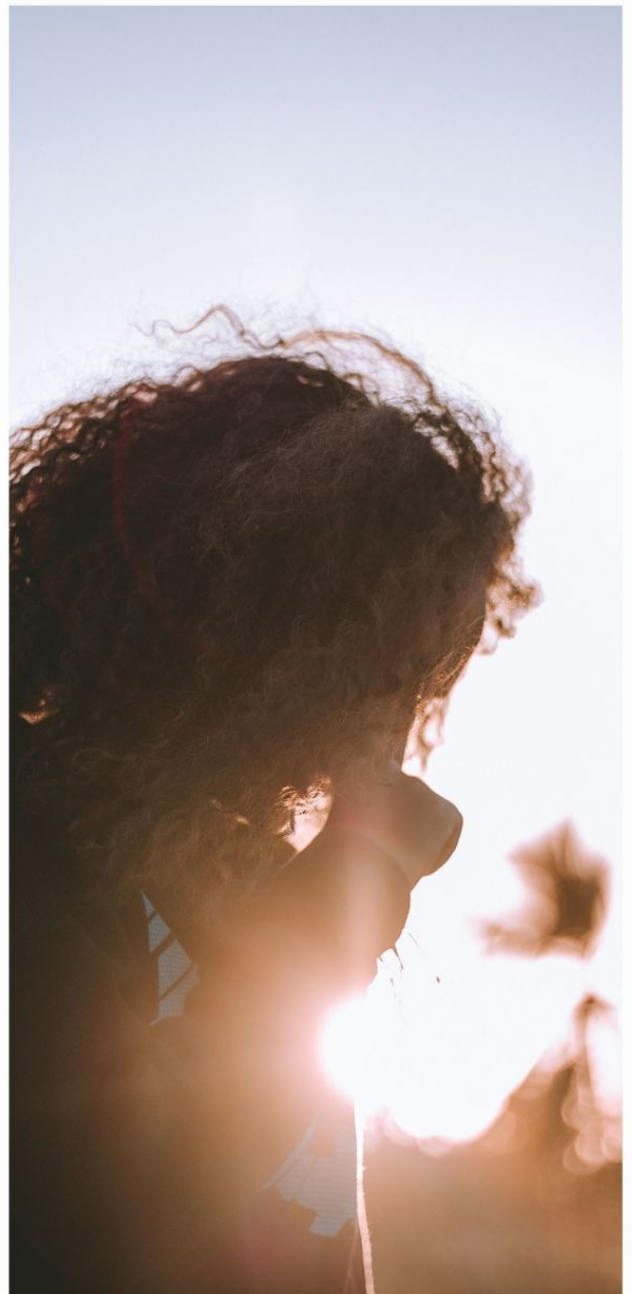
# INNOVATING WHOLE PERSON CARE: EXPANSION AT THE HOPE CENTER

By Kristen Moore LMFT  
Director of Programs

When we opened the Hope Center in the fall of 2019, I don't think any of us could have predicted the incredible stressors and challenges that would follow due to the COVID-19 pandemic. The impact of the pandemic has stretched into 2021, and the Hope Center continued to adjust services to fit changing recommendations around shelter in place and social distancing. Earlier in 2021, the drop-in space remained physically closed, with virtual case management and at-the-door provision of supplies and food acting as our main vehicles for connection and service. As vaccine rates rose and infection rates dropped, we were able to fully reopen the Hope Center in April and have been expanding out services ever since that time.

SafeHouse has long been committed to community partnerships, and it has been exciting to strengthen existing relationships and create new alliances to increase the quality of services available to our community through the Hope Center. This year, our partnership with St. James Infirmary expanded to include a second syringe access day, delivering needed harm reductions supplies to participants.

We also partnered with the Street Medicine team to offer a weekly medical clinic at the Hope Center where participants can access aspects of primary care, wound care and triage services.





This has been a popular program and has resulted in a noticeable decline in our need to refer to emergency services for urgent health issues. Currently, we are collaborating with Friendship House Association of American Indians to pilot a bi-monthly women's support group that will provide both social and emotional connections for trafficking survivors, particularly Indigenous survivors. We are so grateful to these organizations for working in solidarity with SafeHouse to provide high quality services to survivors.

Notably in 2021, we have continued to expand our Rapid Rehousing Program. This critical program allows us to provide rental support to survivors for a full year of permanent housing.

Through the Hope Center's case

management team, survivors are supported in each step of the process from identifying potential units through navigating any challenges that arise after move-in with landlords or other tenants. "With this program we are able to immediately address the need for housing for this population,"

through this program. Prior to entering rapid rehousing, all of these survivors were unhoused on the streets of the Tenderloin or Mission or in short term shelter beds. To have safe, permanent housing is truly life changing! We look forward to continuing to expand the spectrum of services the Hope

**"With this program we are able to immediately address the need for housing for this population."**

says Jerahmeel Lee, Case Manager. "Having access to safe housing is the foundation of the hierarchy of needs, and through this program we can provide that baseline."

To date, we have placed twelve women in permanent housing

Center is able to provide. Through our diversity of programming, we hope that each survivor is able to find what they need and become part of a community that will provide long term connection and support.

**"HAVING ACCESS TO SAFE HOUSING IS THE FOUNDATION OF THE HIERARCHY OF NEEDS, AND THROUGH THIS PROGRAM WE CAN PROVIDE THAT BASELINE."**







# THE WOMEN'S HOUSING COALITION

STRONGER AND MORE SUCCESSFUL TOGETHER

**By Yves-Langston Barthaud,**  
**DEVELOPMENT & OUTREACH MANAGER**

Last year when SafeHouse introduced its Rapid Rehousing Program, it approached the City of San Francisco in seek of support to help expand the program, one of the questions that was asked is if we had the support of any City coalitions. And while SafeHouse is a part of a few coalitions, none pertain specifically to women's housing because they don't exist. Rather, didn't exist. Although SafeHouse has frequently partnered with other nonprofits to ensure women survivors are provided with the best care possible, in 2021 we took a step forward and created a more formal alliance with two "sister" organizations, the Mary Elizabeth Inn and Cameo House: The Women's Housing Coalition.

With San Francisco still reeling from the Covid-19 pandemic, the Women's Housing Coalition offers an important pathway to manage resources effectively and develop innovative strategies targeted to the City's homeless crisis. The Mary Elizabeth Inn and The Cameo House provide housing for the City's most vulnerable populations. The Mary Elizabeth Inn offers permanent housing for women who are homeless or low income, many of whom are survivors of domestic



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violence. The Cameo House is a long-term transitional and alternative sentencing program for homeless, formerly incarcerated womxn and children in San Francisco. The program provides on-site case management, a safe and stable living and an array of services.

The Women's Housing Coalition was created to ensure that resources would be allocated to the most vulnerable, and too often overlooked, population. The WHC, still in its infant stage, met with the City's leaders and heads of departments to advocate the need for women's housing and support services, and to discuss the allocation of resources. We highlighted that the need for housing dedicated to womxn is of the utmost importance. For examples, the population of many shelters 80-90% men, and asking womxn survivors of exploitation and domestic violence to be in such a setting is often a non-starter.



The Board of Supervisors agreed, allocating nearly \$2 million towards womxn's housing and support services in 2021. It was one of the largest budget allocations for womxn's housing in the City's history.

In comparison, when SafeHouse approached the City on its own in 2020 to help support the Rapid Rehousing Program, we received less than 15% of the requested funds. It was clear we needed a new way to meet our goals, and that success was dependent upon joining forces with other Nonprofit Sisters.

The Women's Housing Coalition is just beginning. The Mary Elizabeth Inn, Cameo House, and SafeHouse are continuing to work together to provide the best housing and support services for the women of San Francisco. However, we know we can't do it alone. Other organizations provide services that we utilize. It is our goal to grow the WHC and continue to advocate for this population. By working together, we can continue to strive to make San Francisco the role model for womxn's housing.

**"The Board of Supervisors agreed, allocating nearly \$2 million towards women's housing."**





# LEANING ON EACH OTHER

By Jazmyn Brown,  
Associate Director

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When we welcomed the arrival of 2021, many of us imagined that the terrible global circumstances of 2020 were coming to an end. Instead, we faced a second year of economic uncertainty, political disruption and enormous challenges to public health and safety. Responding to the Covid pandemic took bravery, sacrifice and community. Continuing to respond over a year and a half later takes focus, intention and resilience.

The clients, residents, and staff of SafeHouse and the Hope Center have long been examples of bravery and personal strength. They are even better examples of the patience and commitment necessary to face long term challenges.

These are individuals who have survived some of the worst injustices and oppression, but continue to work towards creating a better life for themselves. This work can be slow and include setbacks. Our momentum is not always even and forward. But above all else our clients and staff are resilient. We have seen our clients of the drop in, residential and

emergency shelter services make amazing progress. Members of our SafeHouse community have moved into new homes, started new jobs and reached impressive milestones in their healing. They have faced long and uncertain roads and their dedication to a better future has seen them through.

SafeHouse has also proven itself stronger in its commitment to providing resources for vulnerable populations in the past year. The staff who show up every day to do the hard work are the reason why SafeHouse has survived and indeed expanded our programs during an ongoing global pandemic. Our staff has continuously showed up in ways big and small, from serving food and clothes to the community, to helping our clients earn their bachelor's degrees, that allow the people we serve to feel reassured, and hopeful. They have unrelentingly advocated for the needs of our clients, within the agency and within the broader community like

**"The staff who show up every day to do the hard work are the reason why SafeHouse has survived and indeed expanded our programs."**







meeting with the San Francisco Board of Supervisors, being guest speakers on panels for womxn's rights, and guest lecturers at local schools.

Their hard work, initiative and dedication is why Safe House has remained a welcoming and safe space where everyone who comes to receive help is treated with compassion, dignity and respect.

As we conclude 2021 and look towards a new year, there is no question that additional support for survivors of sex trafficking and exploitation, homelessness and abuse is critical. The variety of services needed to support the healing and self-sufficiency of these populations is daunting and the amount of people needing services remains considerable. There is also no question that SafeHouse will be there right alongside our clients, resilient together. We will fight, improve and never stop to work towards a better, safer and more empowering future for everyone who comes through our doors.

**"We will fight, improve and never stop to work towards a better, safer and more empowering future for everyone who comes through our doors."**





# OUR WORK

*SafeHouse programs have a profound impact on women's lives*

San Francisco SafeHouse was founded in 1998 to provide safe housing and supportive services to unhoused women experiencing sexual exploitation. Thanks to our amazing donors, over the past couple of years our program has expanded to meet the demand.

**SafeHouse Residence:** This is our flagship program and the heart of SafeHouse programs. It is a home that provides womxn entering our programs with up to 18 months of housing, intensive case management, therapy, support groups, and employment and educational support.

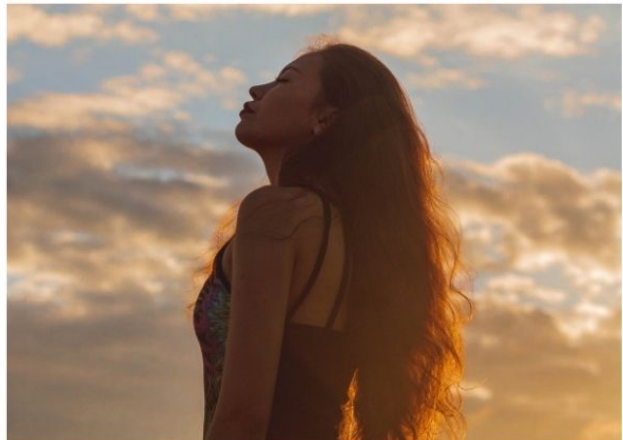
**Hope Center:** Our new drop-in center that provides housing resources, case management, groups, and basic needs to womxn still living on the street. The program also administers a rental subsidy program funded by the City and County of San Francisco and private foundations.

**Shelter-in-Place Hotel:** Temporary COVID program that was a partnership with the City and County of San Francisco through the Department of Homelessness and Supportive Housing to help provide the opportunity for high risk individuals experiencing homelessness to shelter in place. Even though this program closed last month, we were able to advocate for the prioritization of womxn experiencing violence – an incredible step to permanently house these womxn.



**114**  
**WOMXN SERVED**

**71**  
**WOMXN HOUSED**







## HOW CAN YOU HELP?

- Make a donation at <https://www.sfsafehouse.org>.
- Send a gift card for Home Depot, Amazon, Costco.
- Go to [safehouse.org](https://www.safehouse.org) and click on Wish List. You will find everything from PJ's to cookware to toothbrushes.
- Have an item on the list or something else you wish to donate? Send us an email to [info@sfsafehouse.org](mailto:info@sfsafehouse.org) or [kaylena@sfsafehouse.org](mailto:kaylena@sfsafehouse.org).
- Organize a fundraiser for SafeHouse.

SafeHouse accepts very gently used, high quality donations of furniture and household items. We are also always looking for professional volunteers with skills in facility maintenance such as plumbing and electrical or general contractors.



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[info@sfsafehouse.org](mailto:info@sfsafehouse.org)

[www.safehouse.org](https://www.safehouse.org)





P.O. Box 40369  
SAN FRANCISCO  
CA 94140-0369

