



2021 Annual Report

A Doorway to Opportunity





We look forward to another year of offering hope by providing a welcoming and safe place for people feeling the devastating effects of poverty to regain their footing and walk forward toward their goals for housing, financial stability, and wellness with many more golden moments to come!

Gratitude for Golden Moments

As we wrap up 2021 and look with hope to 2022, we recall some of the year's highlights, and one which jumps to mind is the return of the Olympic Games. Like everything else in our lives, adjustments had to be made in light of the ongoing pandemic, but still, the Games went on! The perseverance, resilience, and humanity of athletes from around the world was rewarded with the opportunity to come together and reach for gold. **We can once again envision a world characterized by the values we hold dear at Trinity Center, which guide our new Strategic Plan and daily life here at the Center – equity, dignity, compassion, respect, inclusion, wellness, and partnership.** Our members, supporters, and staff have been champions just like those athletes, and we are grateful for all that we have been able to accomplish this year. Our medals may not hang around our necks, but they shine in our hearts and through our eyes as we bring together the community to support and advocate for the vulnerable people in our midst. Thanks to the determination, commitment, and support of all who are part of the Trinity Center community, in 2021 we have celebrated many golden moments and accomplishments which include opening our doors to more persons than ever before, bringing volunteers back to staff our Clothing Room and, to a growing degree, breakfast and dinner meals, exceeding our goal of providing age-specific services to 100 young adults by connecting with 147 on-site, at local college campuses and through referrals, celebrating our partnership with Loaves and Fishes Contra Costa, enjoying our second virtual Gala, holding multiple onsite COVID test and flu vaccination events, becoming an authorized COVID testing provider, being honored with the East Bay Leadership Council's Community Resilience Award, benefitting from civic and faith groups community together to raise much-needed financial and in-kind donations, holding fun holiday meals and events, and opening our seasonal winter shelter on the雨iest night of December! **It hasn't always been easy, but it has always been worth it, and we are grateful for the community support that makes it all possible.** We look forward to another year of offering hope by providing a welcoming and safe place for people feeling the devastating effects of poverty to regain their footing and walk forward toward their goals for housing, financial stability, and wellness with many more golden moments to come!

Leslie Gleason
Executive Director

Thanks to the determination, commitment, and support of all who are part of the Trinity Center community, in 2021, we have celebrated many golden moments and accomplishments

Mission

Trinity Center is a doorway to opportunity, providing essential safety net services and a pathway forward for vulnerable populations. We advocate for those who are seeking housing, financial stability, and wellness. Join us in our mission to uphold the values of dignity, respect, inclusion, equity, and vibrancy of life for all.

Vision

Trinity Center envisions a community working together to address the devastating effects of poverty and remove barriers to stable housing through compassionate services, education, shelter and advocacy.



Core Values



Hope



Compassion



Respect



Inclusion



Dignity



Hospitality



Community



Partnership



Equity



Health



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History

Trinity Center is open each Monday through Friday from 8am to 4pm offering meals, showers, laundry, clothing, mail and telephone access to unsheltered and vulnerable adults. A key component of our program is our Member Advocacy Program, which provides case management for benefits, housing, employment, substance use counseling, and clothing & food pantry. Trinity Center directly employs unhoused and formerly unhoused individuals and helps them build their job skills, financial acumen, and self-sufficiency.

In 2012, a vital community service provider in Walnut Creek announced that it was discontinuing homeless assistance services after 15 years of continuous operation. In response, several program volunteers and community leaders decided that closure was not an option and services must not just continue, but evolve to meet the growing needs of those most marginalized and vulnerable. Partnering with St. Paul's Episcopal Church, these volunteers opened the doors to Trinity Center on November 1, 2012 without missing a beat. Trinity Center received its 501(c)3 non profit status on July 23, 2013. From its grass roots origins, offering essential services to homeless adults two days a week, Trinity Center has grown to meet the emerging needs of those it serves. **The addition of a seasonal winter shelter, the collaboration that resulted in the beautiful new building that houses Trinity Center and St. Paul's Commons, a 44 unit affordable housing complex, the addition of Trinity Center's Transition-Age Youth services, and our partnerships with county, city, corporate, faith and civic organizations and leaders, have helped create a Trinity Center that has changed lives, impacted community, and uniquely positioned itself to be a leader in the effort to create strategies for equitable opportunity for all in the years to come.**



Trinity BOARD Update: Annual Report 2021

The Board of Directors of Trinity Center is proud to support the essential work being done by Trinity Center as part of the ecosystem of homeless services in Contra Costa County. As a diverse and accomplished team, we provide oversight and governance, and lean in with connections to our community and networks to help the program flourish.

Trinity Center has grown from a part-time service center to now fulfilling a critical role day-to-day in the Contra Costa County system for homeless services. As a result of this growth, in 2021 The Board and Trinity Leadership team undertook a 6-month process facilitated by the Stanford School of Business Alumni Consulting Team to develop a 3-year strategic plan. The plan is a result of many hours of reflection, brainstorming and planning including the information gathered from interviews with supporters, community leaders, partners and most importantly our customers. It will focus Trinity Center's work in the months and years to come.

Our strategic plan represents our vision of a community working together to address the devastating effects of poverty and remove barriers to stable housing through compassionate services, education, shelter, and advocacy. **Our mission is to be a doorway to opportunity, providing essential safety net services and a pathway forward for vulnerable populations.** We advocate for those who are seeking housing, financial stability, and wellness. We invite everyone to join us in our mission to uphold the values of dignity, respect, inclusion, equity, and vibrancy of life for all.

To continue to our growth, and improve service to our members and community, Trinity Center's strategic priorities are:

- 1.** Build upon Trinity Center services to meet the needs of our community
- 2.** Expand partnerships to continually improve our services
- 3.** Increase fundraising through expanding focus on new funding arenas and strategies
- 4.** Improve communication and outreach to share the Trinity Center story effectively
- 5.** Address infrastructure needs to ensure Trinity Center has the business capability to thrive

We look forward to sharing our progress on these important priorities as we live our vison and mission!

Molly P Clopp, Board Chair

Dave Stewart, Board Vice-Chair

Rich Carlston, Board Secretary

Leslie Dawson, Board Treasurer

Wayne Morris, Board Member

Iman Novin, Board Member

Steve Mason, Board Member

Andrew Mekjavich, Board Member

Elaine Schroth, Board Member

Chad Silver, Board Member

2021 Service Statistics Calendar Year 2021

Attendance



Average Daily Attendance **64 up* 14%**



Shelter Attendance
16,086 up* 14%



Average Monthly Active Caseload **346**

Unduplicated Persons in Attendance **1092 up* 16%**

Average Monthly First Arrivals **54 up* 21%**



Transition Age Youth

78

Transition Age Youth Average Monthly Active Caseload

Transition Age Youth Intakes **147**



Services

Clothing items distributed

16,437

Laundry **2734 up* 39%**



Breakfasts served **6874**



Showers

6217 up* 3%



Telecommunications **1340 up* 74%**

Clothing Room Visits by Members **2734 up* 39%**



Mail Services **3091 up* 12%**

Medical/Physician Visits and Vaccinations

Vaccinations **95**

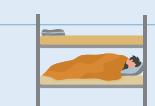
John Muir Health Clinical Consults
Resident Consults **78 up* 225%**



Total

Tracked Services Provided at Trinity Center **34,470 up* 17%**

Winter Shelter bed nights in calendar year 2021 **1856**



* "UP" statistics refer to an increase over the previous calendar year.



Success Stories

Aida Gamez, the newest addition to our Member Advocate Team, is thrilled to share these success stories. She reminds us that even small next steps can lead to impactful victories for a member working on their personal action plan goals.

When Aida assisted a member in completing an application for a local job, it was a small step that opened a huge doorway to opportunity. This member received the job offer and will start working this month!

Aida also spent time with a member dealing with stressful concerns over her car which needs transmission work. She is currently sleeping in her car and needs it to get to and from doctor appointments. If her car quits running, she is concerned that it will get towed. Since funding for this kind of need is very hard to find, she and Aida put their heads together and created a plan and a goal. All available resources were vetted, including those obtained by calling 211. In the end, a faith community provided a solution and there is a plan in place to get this member's car repaired!

Young Adult Program

Trinity Center's Young Adult Program Coordinator, Jon, counts blessings everyday and celebrates large and small victories alongside the young members he serves. Recently, he found housing for a young man who grew up in an abusive household, bouncing from trailer to trailer as a teen. When he came into Trinity Center, he was living on the street and still managing to hold down a part-time job. Jon immediately noticed and affirmed his strong work ethic. He proved to be a perfect candidate for Young Adult Transitional housing, and luckily, a spot opened up at Mary McGovern House in Concord, a long term shelter for transition-age young adults (18 - 24). He is very thankful for this housing opportunity, and since this stability has been added to his life, he is now able to work full time. His focus now is to save money and his goal is to rent a place of his own in the next few months.

Jon loves to celebrate young members making decisions to go to detox or in patient addiction treatment centers, getting jobs they thought they could never land, or finally getting the help they may desperately need for mental illness. The most rewarding part of Jon's work is facilitating a young person realizing their own worth, helping to flip a resume into a story that produces pride, and watching self confidence bloom.

"Iris" came into the Trinity Center in the beginning of October 2021. She had been staying in hotels and her vehicle, with her 10 year old daughter since the pandemic began due to inability to pay her rent. She had recently acquired employment, increased her income, and came to Trinity looking for available housing resources and assistance. Trinity Center connected her family to the Rapid Re-Housing program available in Contra Costa County. This program will pay the deposit and 6 months of rental assistance for the family. A suitable location and home were found very quickly, and the new year will mean a new beginning for this wonderful family!

Substance Abuse Support

Immediate connection with a substance use disorder (SUD) counselor is key when one of our members makes the decision to seek sobriety. Our on-site addiction education resources, support groups and one on one counseling services are spearheaded by our licensed SUD Counselor, Scott. His experience and training have proven invaluable to our unhoused population struggling with addiction.

One might be surprised to learn that we encounter quite a few individuals who have no experience with the treatment side of addiction. Our Member Advocates offer just the right support, at the right level, and right time to meet the individual where they are and provide the appropriate level of addiction support that they are ready to engage in.

Trinity Center addiction support groups are enormously powerful for a variety of reasons. They enable the individual to see and feel that they are not alone. Strong relationships within the group create an environment of accountability, which is the cornerstone of recovery. Support groups are safe spaces to share and work through challenges. Members know they can come to Trinity Center and participate in the group while also receiving essential safety net services such as meals, showers, laundry, and clothing

Daily survival struggles faced by our unhoused members present high barriers to treatment. Trinity Center mitigates these barriers by offering an environment free of stigma and shame and offering instead, dignity and respect. They become empowered to make healthier choices, and our Member Advocates support them in those choices.

Members who are not quite ready to engage with a group are counseled one on one by our Member Advocates. These meetings can be formal sit-down meetings that last one hour, or conversation in passing that lasts 60 seconds. Motivational interviewing techniques are used to help them move from one stage of change to the next. Our goal is to help each member create individualized plans for change and make a commitment to working their plan.

Since in-person groups resumed post-COVID, the combination of these two services at Trinity Center has resulted in successful transition into residential substance use treatment for at least ten members.

Each and every one of our members are introduced to opportunities for new life. We will continue to be a doorway to opportunity and a pathway forward. We continue to advocate for those who are seeking housing, financial stability, and wellness. We invite you to join us in our mission to uphold the values of dignity, respect, inclusion, equity, and vibrancy of life for all.

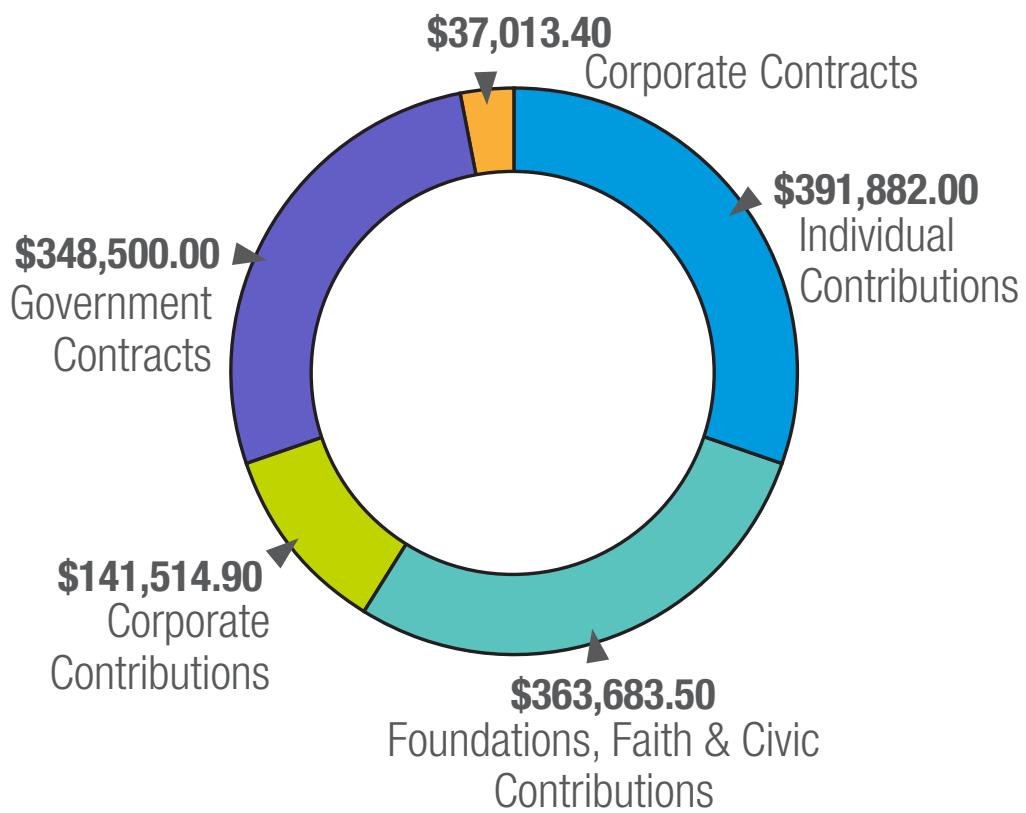
Evening Program

Our Evening Program provides overnight shelter and a hot evening meal during the cold wet winter months. Direct impact is safety, security, and a good night's sleep. **Lasting impact comes in the form of many indirect outcomes.**





Income Calendar Year 2021





You Inspire Hope

Who We Are

Trinity Center is a non-residential program serving adults experiencing or at risk of homelessness, including persons working and living in poverty. We are an inclusive community that offers hope and support. We invite everyone to participate in and support our mission.

How You Can Help

- Make a **tax deductible donation**, consider monthly recurring
- Elect Trinity Center through your **Donor Advised Fund**
- Does your company offer **donor matching**? Hours for volunteering?
- Make a **legacy gift** to Trinity Center or create a legacy fundraiser
- **Partner with us in fundraising** events
- **Join** the Board, a committee or become a community advocate
- Create a **training** or **mentoring** program
- Help us keep our **website** and **technology updated**
- Donate through our **Amazon Wish List**
- **Sponsor a drive** for currently needed items
- Provide **meals**

Stay Connected

Sign up for our e-newsletter to receive updated information. TrinityCenterWC.org

Follow Us on Social Media

 facebook.com/TrinityCenterWalnutCreek

 instagram.com/TrinityCenterWC

 linkedin.com/company/trinitycenterwalnutcreek

 youtube.com/channel/UCOxGhZtiRb0jnbmhdYz_8OQ

Donate Now

To donate online [click here](#) or scan the code

Mail a check to: Trinity Center, PO Box 126 Walnut Creek CA 94597





Partners

Trinity Center is **very grateful for the support** of all our partners (partial list):

City of Walnut Creek
Concord-Pleasant Hill Health Care District
Contra Costa County Alcohol & Other Drug Services
Contra Costa County Health, Housing & Homeless Services
Contra Costa Regional Health Foundation
Contra Costa County Health Services
East Bay Housing Organization (EBHO)
Lesher Foundation
Food Bank of Contra Costa & Solano

Grace Presbyterian Walnut Creek
Health Care for the Homeless
Hope Lutheran Church-Rossmoor
John Muir Health
Kaiser Permanente Behavioral Health
Loaves and Fishes Contra Costa
Mt. Diablo Unitarian Universalist Church
Rotary Clubs & Foundations
Our Savior Lutheran Church
San Ramon Valley United Methodist Church

St. Anselm's Episcopal Church
St. Matthew Lutheran Church
St. Paul's Episcopal Church
St. Perpetua Church
St. Timothy's Episcopal Church
Trinity Lutheran Church, Walnut Creek
Walnut Creek Chamber of Commerce
Walnut Creek Downtown Association
Walnut Creek Police Department
White Pony Express
Walnut Creek Homeless Task Force

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