



# 21-22 IMPACT REPORT



# A LETTER FROM CEO JOHN MACERI



In 2023, The People Concern will enter its 60th year of providing housing and supportive services to our most vulnerable neighbors. Since the incorporation of Ocean Park Community Center in 1963 through the merger of OPCC and LAMP Community in 2016, we have expanded the impact of our agency across the County, from Long Beach to Lancaster and from the Westside to Skid Row. We have increased the number of people we serve to an extent not imagined by our founders and predecessors. And while the need for housing and services is still urgent, throughout my 23 years as CEO I have been heartened by the commitment of our staff and volunteers, and the encouraging stories of the many people who are housed, healthy and safe thanks to their efforts. Together, we can all be proud to currently support more than 3,400 previously homeless individuals in permanent housing.

Despite many challenges brought by the pandemic, this past year we have expanded services, including opening the Ron Beasley Wellness Center on Skid Row, extending the Encampment to Home pilot, celebrating the grand opening of three new permanent supportive housing (PSH) facilities and preparing to provide services for seven additional PSH projects that will come online in the next year. We know the solution to homelessness – housing combined with services. With every contact by our outreach workers and case managers, we are a step closer to building the trust that can lead an individual to come indoors and become healthier. With every unit we bring online, we are one step closer to our audacious goal of housing 20,000 people by 2028, and ultimately ending homelessness.

Together with our community, government, foundation and corporate partners, volunteers, staff and donors, we are making a difference. Thank you for believing, with us, the proverb quoted by Eleanor Roosevelt: “It is better to light a candle than to curse the darkness.”

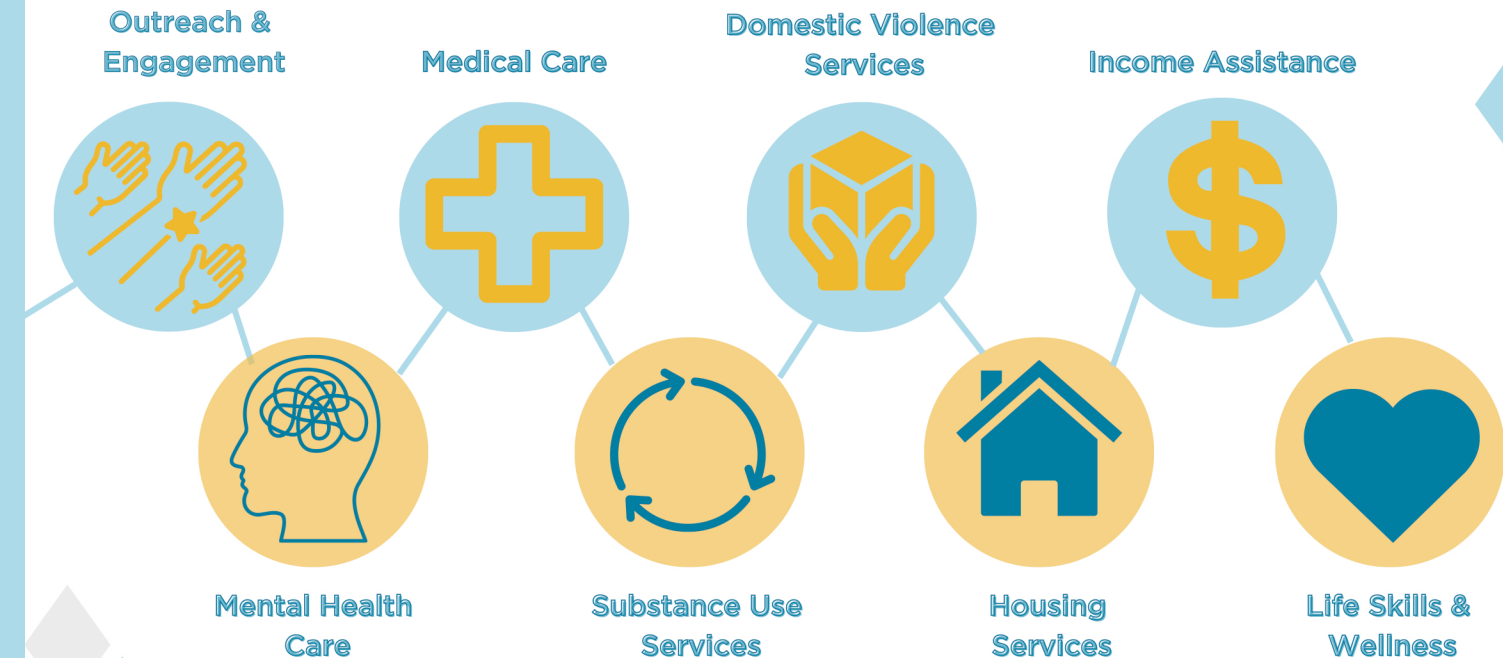
John Maceri  
Chief Executive Officer



## About The People Concern

The People Concern is one of Los Angeles County's largest nonprofit housing and social service agencies. We strive to end homelessness and domestic violence by providing care and support for those experiencing it, through housing and services tailored to the unique needs of each individual. The People Concern is dedicated to creating a community where everyone is housed, healthy and safe.

## Our Approach





# A Timeline of Care

## 1960s

1963  
OCEAN PARK  
COMMUNITY CENTER IS  
INCORPORATED



1973  
JIM CONN  
APPOINTED  
MINISTER OF  
CHURCH IN OCEAN  
PARK

OPCC SERVICES  
EXPAND

1976  
MOLLY LOWERY  
APPOINTED  
EXECUTIVE  
DIRECTOR OF OPCC

## 1970s

1977  
SOJOURN  
DOMESTIC  
VIOLENCE SHELTER  
OPENS



Reverend Jim Conn

## 1980s

1985  
MOLLY LOWERY  
FOUNDS LAMP  
COMMUNITY ON  
SKID ROW

1986  
CITY OF SANTA  
MONICA FUNDS  
OPCC HOMELESS  
OUTREACH TEAM

1987  
DAYBREAK  
WOMEN'S SHELTER  
OPENS



Molly Lowery receiving recognition

## 1990s

1990  
SHWASHLOCK  
(SHOWERS,  
WASHERS,  
LOCKERS)  
LAUNCHES IN  
SANTA MONICA

1994  
OPCC PURCHASES  
16TH STREET SITE  
FOR TURNING POINT  
INTERIM HOUSING,  
CHILDREN'S PLAY  
AREA, AND CAMPION  
COUNSELING  
CENTER

1999  
JOHN MACERI  
APPOINTED  
EXECUTIVE  
DIRECTOR OF OPCC

## 2000s

2005  
K9 CONNECTION  
PROGRAM JOINS  
OPCC

2007  
CLOVERFIELD  
INTERIM HOUSING  
OPENS

ANNENBERG  
ACCESS CENTER  
OPENS



Cloverfield Services Center

## 2010s

2016  
OPCC AND LAMP  
COMMUNITY  
MERGE, CREATING  
ONE OF THE  
LARGEST HOUSING  
AND SOCIAL  
SERVICE AGENCIES  
SERVING PEOPLE  
EXPERIENCING  
HOMELESSNESS  
AND DOMESTIC  
VIOLENCE IN LA  
COUNTY

2019  
LAMP LODGE  
PERMANENT  
HOUSING  
RENOVATION  
BEGINS



Monique King-Viehl, L.A. County Development Authority, Scott Ehrlich, Insite Partners and L.A. County Supervisor Kathryn Barger

## 2020s

2020  
PROJECT ROOM  
KEY AND PROJECT  
HOME KEY  
LAUNCH

KENSINGTON  
CAMPUS IN THE  
ANTELOPE  
VALLEY OPENS



Kensington Campus

Our future is still  
being written...



# Highlights

## Encampment to Home expanded to CD 4



Building on the success of the Encampment to Home program piloted by The People Concern in Council District (CD) 10, the Los Angeles City Council approved a motion to expand the Encampment to Home Program across the City. We are now engaged in CD 4. The initiative's goal is to connect people living in encampments under freeways into shelter as quickly as possible. Program participants are also provided with wraparound services to ensure that once they are housed, they stay housed for good.

## Sexually Transmitted Infections Testing Van

The People Concern's Downtown L.A. Outreach Team expanded their partnership with L.A. Christian Health Center to provide free rapid STI testing and referrals to local clinics, to help address the persistent rise of HIV and STI cases among our unhoused neighbors in the Skid Row and Downtown L.A. area. By taking a harm reduction approach to addressing these issues, our teams are able to raise awareness, provide educational resources and medical care to help reduce the risks and stop the spread of illness.

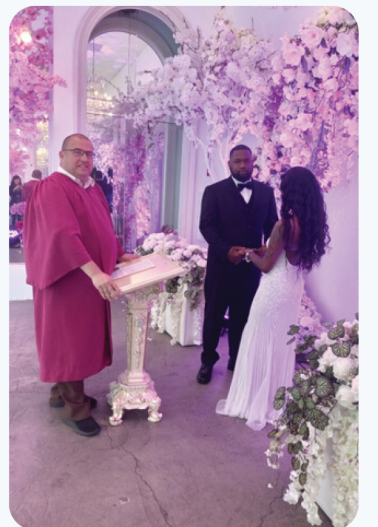


## Ron Beasley Wellness Center

In March 2022, our Downtown L.A. Wellness Center moved to a brand-new facility. The Ron Beasley Wellness Center is the first and only free mental health center of its kind in Skid Row. Made possible by generous gifts from donor Ron Beasley, The Ahmanson Foundation, and many individuals, the clinic serves people experiencing homelessness and low-income adults. Services include individual and group therapy, psychiatry, crisis support, overdose prevention kit distribution, case management and more to program participants like Jerry.

Jerry was living at an interim housing facility in Skid Row and suffering from severe depression and anxiety. He tried to enroll in traditional therapy but could not afford the high costs of care. Luckily, a friend told him that he could receive free mental health services at The People Concern's Wellness Center. He was proud to share his experience at our opening event in the spring:

"I'm so grateful for The People Concern. I highly recommend that people experiencing homelessness come to get the resources that I have been blessed with. At the Wellness Center, I receive counseling, group therapy and attend life-skills classes. I've learned how to cope with my mental health issues," says Jerry. Today he is housed, healthy and safe in an apartment of his very own. He continues to attend group therapy and to meet one-on-one with his clinician. He is working part-time as a wedding officiant, applying the communications skills he learned in group therapy to his work. "I am happy and proud to be a participant of this great program. My life has forever changed. From 1 - 10, my depression is at a 0," says Jerry.



*Jerry, officiating a wedding*



# Grand Openings

In FY 21-22, The People Concern worked with our strategic partner, FlyawayHomes (FAH), to open The Ray Grutzmacher Family Community, the second FAH project in South Los Angeles. Similar to the first project, the Steaven K. Jones Supportive Community, families enjoy newly built, beautifully furnished homes with laundry facilities, community rooms, gardens and dog runs!

- The Ray Grutzmacher Family Community - FAH (16 two-bedroom units)
- Spark at Midtown - LINC Housing (47 units)
- Bloom at Magnolia - LINC Housing (39 units)



Bloom at Magnolia



Spark at Midtown



The Ray Grutzmacher Family Community

# Housing

The People Concern knows that homelessness is solvable, and the solution is Permanent Supportive Housing. More than 92% of the people we support in housing never experience homelessness again.

We work with numerous housing development companies to provide the services tenants need to help them stay in their homes. In fiscal year 21-22, we committed to providing support services for more than 846 homes in new housing across Los Angeles County. From Hillhaven housing families and individuals in the San Fernando Valley to Amani housing Seniors in Mid-City Los Angeles, The People Concern case managers are an indispensable resource for people as they are living in places of their own, finally with a private place to sleep, cook, and take care of their personal hygiene.

- Vanowen Apartments (48 units)
- The Remi (46 units)
- Brine Residential (23 units)
- McDaniel House (46 units)
- The Iris (24 units)
- The Mayer (adaptive reuse) (39 units)
- Willow Tree Conversion (100 units)
- Watts Works (24 units)
- Amani (53 units)
- Westhaven (56 units)
- Vermont Corridor (36 units)
- HillHaven (32 units)
- 6th St place (98 units)
- Asante Apartments (52 units)
- El Nuevo Almanecer (5 units)
- Avenida (75 units)
- Roscoe (30 units)
- Lamp Lodge (81 units)
- Pico Square (78 units)







# Sojourn Success Story STELLA



Stella, Survivor of domestic violence

*“It was all kind of a miracle.” - Stella, survivor of domestic violence*

Sojourn, The People Concern’s domestic violence program, offers hope, safety and connection to survivors of domestic violence and their children. This year at Sojourn we answered 1,677 hotline calls, trained 705 people through our adult and youth Community Outreach and Education program, facilitated Peer Support Groups for 242 individuals, provided 126 individuals with legal services and referrals, offered emergency and transitional shelter to 58 individuals and certified 46 volunteers in our 40-Hour Domestic Violence Counselor Training – changing the lives of more than 2,800 community members touched by intimate partner violence.

Stella, originally from Ukraine, grew up in a Soviet Union orphanage. “I didn’t experience much other than violence and abuse. I understand now why it continued to happen in my adult life, because my soul didn’t know any better.” As a young adult, Stella moved to the U.S. and found herself in an abusive relationship. During an especially traumatic incident, Stella’s abuser sent her to the hospital and was arrested for attempted murder. “He forced me to testify that it was my fault. My case was never heard, and he was let loose.” Stella then became pregnant. “I was too afraid to leave, especially when the system had failed me before.” Stella stayed in the relationship for another 18 years, until one day Stella was given Sojourn’s 24/7 emergency resource hotline by local police. She took her son and ran. “I was completely scared and didn’t know what to do. I spoke with Carol [Support Services Manager at Sojourn] who was extremely patient. She listened to my whole story and was able to provide me with the resources I needed.”

## Success Story - cont.

“At Sojourn, I received emotional support, mental health resources including one-on-one therapy and peer support groups for myself and my son, free legal assistance and help to enroll in CalWORKs and CalFresh. They went above and beyond to protect me and my child. Minty [Legal Services Director at Sojourn], my Attorney, was incredible. She provided me with the legal help that I desperately needed.”

With this level of support, Stella found the courage to leave her abuser, take him to court to gain full custody of her son and begin a new life away from violence. “I’m beyond grateful for the support I received from Sojourn. I got a tattoo that says ‘Grateful’ dedicated to all of the people and organizations who have helped me and my son along our journey – Carol, Minty, Sojourn, The People Concern and so many incredible people.”

Today, Stella and her son are housed, healthy and safe living together in a home of their own away from their abuser. They continue to receive one-on-one counseling, attend peer support groups at Sojourn and are on a journey of rebuilding their lives from the inside out.

“One thing people may not realize is how an abusive environment can impact your physical health. When I started this journey, I was extremely unhealthy. I weighed 200 lbs., my digestive system was swollen, my face was discolored, I had severe inflammation in my knees and feet to the point where I couldn’t walk or get up on my own. My son was 290lbs. and had the liver of an 80-year-old. We were escaping reality with food because it was too painful. Since we left, the weight has melted off of us. I have lost over 80 lbs.; my skin has completely cleared up, and I can walk and even run now. My son lost 120 lbs, and he is completely healthy now.”

Stella hopes that by sharing her story she will inspire others who may be in similar situations to have the courage to seek help.

“There is so much to be grateful for in this life and at the end of the day, I am grateful for everything that has happened to me... I am so grateful for little things like going to the bathroom alone, taking a bath alone, choosing my food, choosing where to go and what to do daily. Life is good now. Don’t give up, I believe in you all. Don’t be afraid to lose everything. Don’t be afraid to reach out and seek help.”



# k9 connection

**765**  
PETS SERVED

**528**  
REFERRED TO INDEPENDENT  
VETERINARY CLINICS TO RECEIVE  
FREE CARE

**120**  
PETS SERVED THROUGH FOSTERING  
OR REHOMING

**917**  
PET CARE SUPPLY KITS DISTRIBUTED  
INCLUDING FOOD, GEAR, BEDS AND  
FLEA MEDICINE

**117**  
THE PEOPLE CONCERN CLIENT  
PETS



With safety precautions put in place during the pandemic slowly lifting, k9 connection's programs came back in full swing, providing even more services than ever to unhoused pets, program participants and at-risk youth. Through k9 connection's k9 Academy, Pets' Landing and Pet Pantries, they served a total of 765 pets!

## k9 Academy

Since 2005, k9 Academy has been empowering vulnerable youth by engaging them in animal-assisted interventions where they train unhoused dogs in basic obedience and participate in life-changing classroom sessions. Staff and volunteers worked together to support the launch of two school programs this year!

## Pets' Landing

Now hosting free Pet Fair and Clinics in both Skid Row and on the Westside, Pets' Landing hosted eight events providing mobile medical care, vaccinations, deworming, flea medication, grooming, hygiene kits, pet supplies and food to close to 800 pets of people experiencing homelessness.



**250+**  
VOLUNTEERS  
AT PETS' LANDING

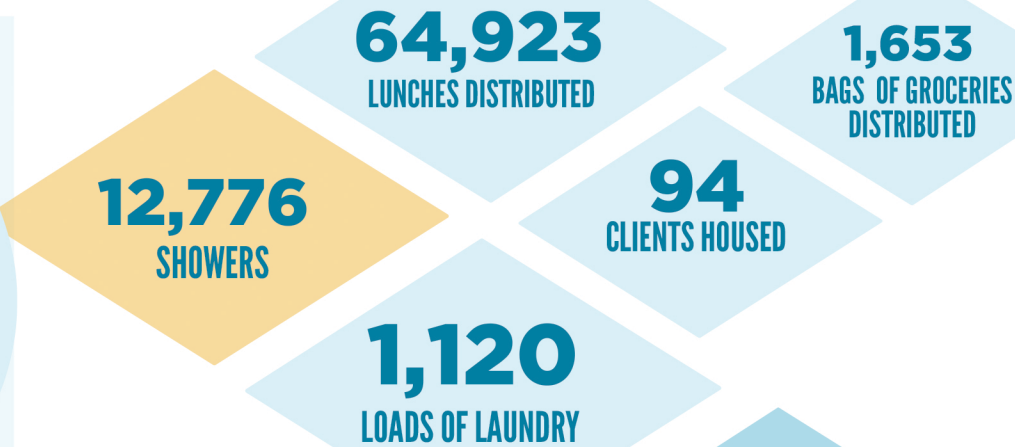


# Program stats

## SOJOURN



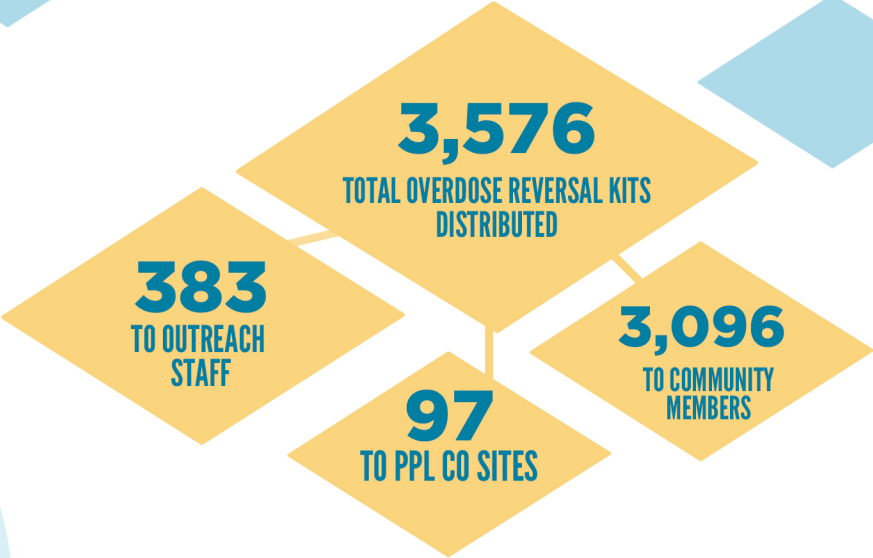
## ANNENBERG ACCESS CENTER



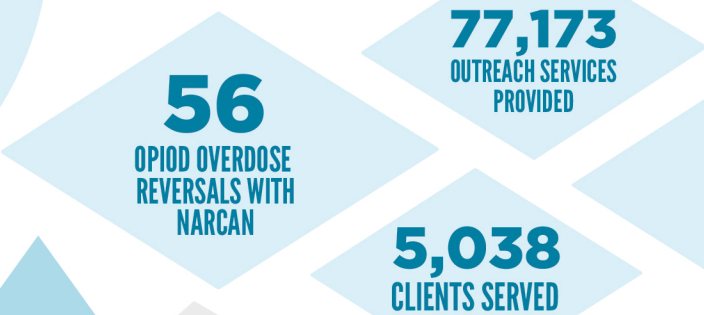
## SKID ROW SERVICES



## HARM REDUCTION STATS



## OUTREACH







## HOUSING

**3,453**  
OBTAINED/RETAINED

**1,056**  
NEW LEASES

**92%**  
RETENTION RATE

## HEALTH AND WELLNESS

**377**  
HOSPITAL LIAISON  
SERVICES PROVIDED

**78**  
RESPITE BEDS

**912**  
CLIENTS SERVED



## MENTAL HEALTH SERVICES

**5,154**  
MEDICATION  
SERVICES PROVIDED

**40,724**  
MENTAL HEALTH  
SERVICES PROVIDED

**931**  
CLIENTS SERVED BY  
MENTAL HEALTH  
PROFESSIONALS

# Advocacy

The People Concern believes that ending homelessness is ultimately only possible through system change. We strive to leverage our insights and expertise to advocate for policies that address the unique needs of people experiencing homelessness and survivors of domestic violence while furthering a better quality of life for all who live in Los Angeles County and addressing systemic barriers that inhibit equitable progress.

We were proud to support several bills and participate in impactful coalitions that will make a positive impact on people experiencing homelessness, survivors of domestic violence, Angelenos and many other Californians across the state. We appreciate the hard work of coalition partners, legislative champions and advocates who took action to raise their voices to support our most vulnerable neighbors.

### Examples:



- SB 679: Establishes the Los Angeles County Affordable Housing Solutions Agency (LACAHS) with the purpose of increasing the supply of affordable housing in Los Angeles County.
- SB 914: Reduces gender bias and disparities in outcomes in California's response to homelessness by embedding a focus on domestic violence survivors and other vulnerable populations into local homelessness plans.
- SB 1017: Supports housing protections for survivors of violence by closing loopholes that prevent survivors from accessing eviction relief.
- AB 2791: Enables intimate partner violence survivors and others to submit important documents to public safety electronically.



# Volunteer spotlight

## Karsh Family Social Service Center

The People Concern is grateful for the many individuals and group volunteers who work alongside our staff, increasing our capacity to serve those who rely on our services. The Karsh Family Social Service Center and Wilshire Boulevard Temple (WBT) are long-standing partners whose volunteerism has made them an integral part of our programs. Starting more than 15 years ago, WBT members became involved with what was then known as OPCC, purchasing materials for, preparing and distributing sack lunches at the Annenberg Access Center on Sunday mornings. In 2016, WBT founded the Karsh Center, which took over leadership of the program.

“The Karsh Center has had the privilege of running the Sunday sandwich lunch program with The People Concern that started all of those years ago,” shares Elizabeth Green, Director of Volunteer Engagement at Karsh Family Social Service Center.

The dedication and commitment that the Karsh Center has demonstrated is unmatched. Our staff, and the people we serve, have come to rely on “Sandwich Sundays” and the support they provide. The Karsh Center fundraises for the entire meal service which includes a bagged lunch and often a coffee and pastry. Their team of volunteers assembles an average of 240 lunches each week for our unhoused neighbors. “Our volunteers have developed relationships with The People Concern’s program participants. We take pride in creating an environment that is welcoming for all and brings the community together in service. We are not just providing a meal, but a sense of connection - letting people we serve know they are cared for with dignity and respect,” says Elizabeth. “We have volunteers who have grown up in our program that are now college students pursuing philanthropic careers due to their connection to service that began when they volunteered with their families at the Access Center.”



When the COVID-19 pandemic hit both organizations, our respective volunteer programs were forced to undergo significant changes.

“Continuing to provide lunches to those in need, especially during this challenging time was very important to us. Karsh Center reimagined our existing Mobile Food Pantry Program and worked closely with our volunteers and other nonprofit organizations to pack and deliver grocery bags to families and individuals served by our collaborator organizations across L.A. County, including The People Concern,” says Lila Guirguis, Executive Director at Karsh Family Social Service Center. “Operating during the pandemic, we have seen the depth of commitment our volunteers show to this work and to our unhoused neighbors who are experiencing the hardest-hitting impacts of the pandemic,” adds Elizabeth. As we begin to recover from the pandemic and reopen our volunteer program, we are looking forward to once again hosting Sandwich Sundays at our Access Center.

“We have more volunteers who are ready to jump in and be of service to our neighbors who are experiencing homelessness. Our volunteers come from many walks of life but everyone who comes to us wants to volunteer at The People Concern because they want to be a part of the solution to end homelessness and help connect people experiencing homelessness to the services they need,” says Elizabeth.

**Visit [Thepeopleconcern.com/volunteer](https://thepeopleconcern.com/volunteer) to learn about ways to give back!**





# Financials

## Expenses

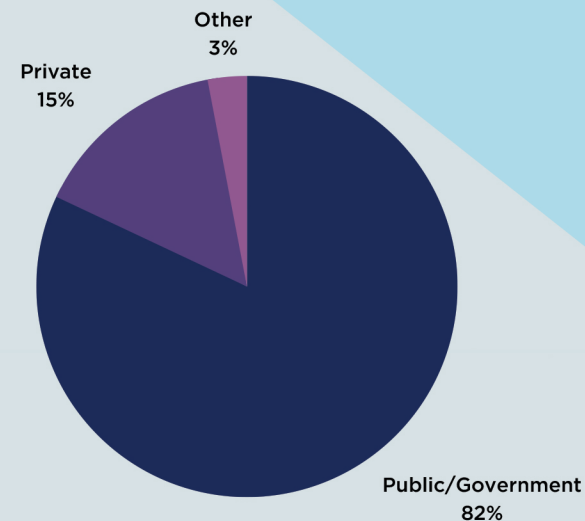
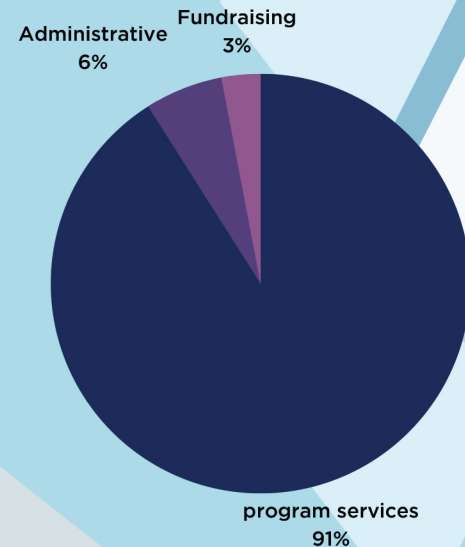
- **Total: \$70,488,052**
- **Program Services: \$64,325,443**
- **Administrative: \$4,480,417**
- **Fundraising: \$1,682,192**

*\*audited financials for fiscal year 21-22*

## Revenue

- **Total: \$74,535,305**
- **Public/Government: \$61,310,212**
- **Private: \$10,894,846**
- **Other (investment, rental): \$2,330,247**

*\*audited financials for fiscal year 21-22*



*\*Please visit [thepeopleconcern.org](http://thepeopleconcern.org) for full financial reports*

# Board of Directors

As we come to the end of our term as Co-Chairs of this Board of Directors, we are very proud of the work everyone at The People Concern has accomplished, especially during an unprecedented time in our history. We applaud the staff, who have sustained their incredible commitment over the length of a pandemic that has seemed unending; the donors and volunteers who generously stepped up with resiliency and accommodation to ensure that our services continue; and our program participants, who trusted The People Concern to support their journey to being housed. We encourage everyone to join us in supporting this work. Our goal of housing 20,000 by 2028 is within reach! It is gratifying to know that homelessness is solvable and to feel that we are part of the solution.

In gratitude and solidarity,

**Gary Foster & Laura Kaiser**  
**Co-Chairs, Board of Directors**

- |                                |                                 |
|--------------------------------|---------------------------------|
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| • Matt Baxter                  | • Sarah Knauer                  |
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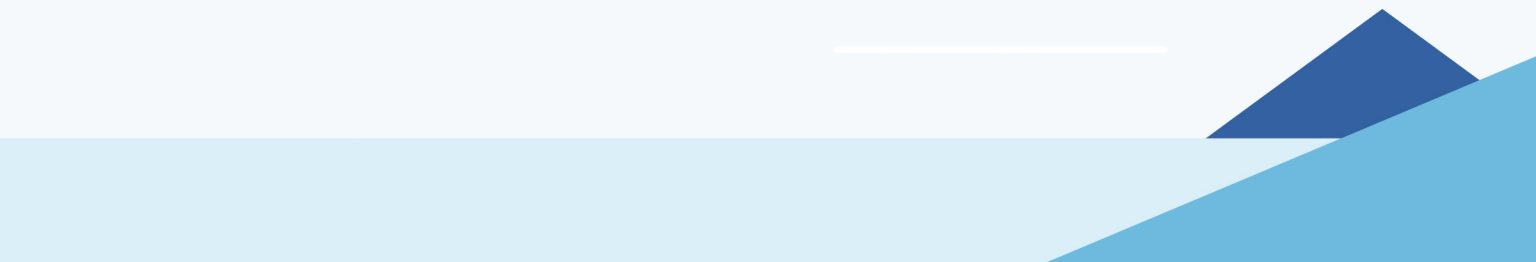






# OUR MISSION

The People Concern believes no one should have to live on the street or in a violent household. Our staff, volunteers and those we serve work together to address the effects of homelessness, poverty, mental and physical illness, abuse and addiction. Our programs empower the most vulnerable among us to improve their quality of life – housed, healthy and safe – and become active participants in the community. We also work to educate the broader community and improve public policy.







## THE**PEOPLE**CONCERN

Because everyone should be housed, healthy and safe

2116 Arlington Ave. Suite 100  
Los Angeles, CA 90018  
(323) 334-9000

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[www.thepeopleconcern.org](http://www.thepeopleconcern.org)