



Impact Report

*You listened to unhoused voices.
You believed.
You supported.*

*Here's what you
made possible....*

2024 - 2025

SOS SAFE
RICHMOND ORGANIZED
SPACES

The Problem

- Loss of property from sweeps
 - Hard-to-navigate help systems
 - Isolation and shame
 - Daily grind for food and safety
- These make it harder to go from tent to home.*



SOS staff helping unhoused neighbors move prior to a sweep.

What We Are Doing About It

SOS Richmond believes that real change comes from supportive relationships that go beyond transactions with authorities and systems. Our “Tent to Home” model is built on five connected pillars that support people as they heal, grow, and stabilize – all at their own pace.

1. Wellness

The Warm Hand Wellness Centers (mobile and pop-up sites) offer low-barrier services like food, conversation, and peer support. These trust-building moments lead to self-assessments that explore goals around wellness, housing, and income. Participants receive peer accompaniment on steps towards their goals and deeper connection to social services.

2. In-Encampment Outreach

We form consistent, peer-led relationships inside encampments, creating safety and connection. This no-pressure, judgment-free approach helps participants consider change on their own terms.

3. Engagement Services (Peer-Led)

Every interaction – from trash pickup to showers to food delivery – is a chance to build trust and open doors. Our mobile teams stay connected through regular, dignity-centered support.

4. Job Readiness Training

Participants gain skills and confidence through job readiness programs, transitional work, and coaching. Most are referred to partners like Rubicon, while others work directly with SOS and often grow into leadership roles.

5. Care Management

We walk alongside participants as they navigate housing, income, benefits, documents, and personal healing – co-creating plans that support real, lasting progress.

You aren't okay with the status quo.

Governor Newsom calling for encampment sweeps

Criminalization of poverty instead of investment in solutions

Shelter death rates tripled between 2018-2024

Mainstream job programs that leave unhoused behind

Isolation from basic care in encampments

Public safety approaches that exclude unhoused voices and escalate trauma

You listened. You believed.

"You get it that people lost everything and are retraumatized by sweeps. Thank you!"

- O'Neill Fernandez, SOS Director of Wellness & Programs

"Encampments aren't going away. Thank you for the connection, support, and creating pathways to wellness & income."

- Janny Castillo, SOS Director of Workforce Operations

It matters.

SOS staff transform their own lives and the lives of others.



What You Help Make Possible

SOS Employee Life Changes

A job. A community. A transformation.

- 87% of SOS hires display qualitative observable changes in wellness.

The Warm Hand Wellness Centers

Street-level care near encampments.

- ~34 visits / week to centers throughout the city.
- ~56 showers / week
- ~57 laundry participants / week
- ~21 self-assessments / week

Unhoused residents use a checklist to build self-awareness about their life status, and make plans with SOS peer workers to take next steps for wellness and income with peer accompaniment for support and follow through.

Encampment Outreach, Care Support

Harm reduction (addiction services), trash removal, wellness assessments, income and job supports.

- ~90 residents reached/week
- ~7 tons trash removed/week

There are no city trash services for encampments, resulting in safety and fire conditions. Peers bring harm reduction information, connection, water, food, and rides to The Warm Hand Centers.

Networked Care Connections

Coordination with agencies.

- 2-3 coordinated moves / week
- Unhoused and marginally housed people often move to avoid sweeps, abusive situations, or when they find better shelter. SOS helps mitigate trauma and provides practical support by providing peer accompaniment during moves. This increases safety for persons and belongings during moves.*

Donate again

<https://tinyurl.com/yhh88dcz>



SOS staff (2025)

Front cover: Warm Hand Site Coordinator, Leyla Williams, helping an unhoused neighbor gain access to resources. All photos by Maurice Tierney.