Spotlight on the Year

2017 WAS AN UNPRECEDENTED YEAR of escalating tensions and pervasive threats that directly impacted every aspect of life for the most vulnerable members of our community. Deteriorating federal immigration policies targeting immigrants and their families intensified the threat of displacement and deportation. Rising rents and further increases in the cost of living in San Francisco created a heightened demand for low-income housing, putting immigrants, low-income workers and many others in precarious living situations and at risk for homelessness. But in the face of adversity, Dolores Street Community Services stands, in this our 35th year, resolute and more dedicated than ever to asserting our ideals and values of inclusive democracy, dignity, and sanctuary for all.

Our Vision: We envision a vibrant and diverse San Francisco where multiple cultures, life experiences and contributions are honored, and all people live with dignity and hope. Our vision is of a just and sustainable community where all residents—regardless of income, immigration or health status—have equal rights and access to resources, and are empowered to fully participate in shaping the City’s future.

Our Mission: Dolores Street Community Services nurtures individual wellness and cultivates collective power among low-income and immigrant communities to create a more just society.
PROGRAM FOCUS AREAS

HOUSING & SHELTER

- Operates the Dolores Shelter Program, (including LGBT-focused Jazzie’s Place) which provides 108 emergency shelter beds to single adults each night (established 1982)
- Operates the Richard M. Cohen Residence, a 10-unit licensed residential care facility for formerly homeless single adults with disabling HIV/AIDS (established 1995)
- Operates Casa Quezada, a 52-unit low-income housing program for formerly homeless single adults (established 2011)
- Leads and coordinates the Mission SRO Collaborative (MSROC), a four agency collaborative working to improve living conditions and organizing with low-income tenants residing in the approximately 50 privately owned and operated SRO hotels in the Mission District (established 2007)

IMMIGRANT RIGHTS

- Provides direct legal services to immigrants for deportation defense and advocacy on related policy issues (established 2008)
- Leads and coordinates the San Francisco Immigrant Legal & Education Network (SFILEN), a citywide network comprised of nine legal service and four education and outreach organizations (established 2006)
- Oversees the Rapid Response Network, a 24-hr hotline to report ICE activity, legal observation and referrals to attorneys for deportation defense and support (established 2017)

WORKERS’ RIGHTS

- Provides leadership for the SF Day Labor Program and Women’s Collective (La Collectiva), a membership-based program of day laborers and domestic workers, to defend their rights to dignified, fair paying jobs and provide a positive and reputable hiring environment for employers (established 2012)

COMMUNITY EDUCATION & ORGANIZING

- This new program, launched in 2017, works to increase reach and impact of DSCS’ advocacy work across all of its programs and develop long-term strategies toward sustainability. This aligns with our vision of providing services while remaining connected to the broader movement for dignity around workers’, immigration, and housing rights (established 2017)
PARTICIPANT SUCCESSES

**Erika’s Story**
Erika and her son came to the United States because they were afraid for their lives in El Salvador, but found themselves also living in fear when they arrived in San Francisco. Despite eventually being released from detention, they were often called to appear before an immigration judge and prosecutor without any representation. Erika was also nervous about starting a new life in this country, and afraid to be politically active for fear of being detained again. Erika found immigration attorneys at DSCS who helped her prepare for her 2017 hearing and ultimately succeeded in winning her asylum case. Now, Erika and her son have a pathway to U.S. citizenship. During this period, Erika also became involved in La Colectiva, finding her voice and power with other members to participate in marches and rallies from San Francisco to Washington, DC.

**Tim’s Story**
Tim had been working as a part-time UPS employee but after losing his housing and suffering from a work injury he became homeless. While juggling multiple part-time jobs, for three years, Tim cycled in and out of the San Francisco shelter system until he found support in our shelter. Our case managers assisted him with obtaining housing in the Tenderloin as well as a housing voucher to supplement his rent payment. This allowed Tim to find stability in his work and to take the steps he needed to rebuild his life. Tim continues to stay in touch with Dolores Street on his regular UPS deliveries and is eager to volunteer as a way to give back.

**Ana’s Story**
Ana, originally from El Salvador, has lived in San Francisco since she was 13. Ana’s mother left El Salvador before her, and sent for Ana to join once the family had secure income and housing here. Today, Ana has three sons and four grandchildren. Ana joined DSCS’ program, La Colectiva, two years ago and became an active member, attending weekly member meetings, leafleting door-to-door, and supporting public actions for the California Domestic Worker’s Bill of Rights.

Ana always had the dream of having her own business, and shared that idea with La Colectiva. To support her vision, La Colectiva began helping her file the paperwork and build the skills needed to run her own janitorial business, Jacob’s Cleaning Service. Ana’s first client was the Impact Hub in the Mission District followed by DSCS’ Valencia Street office.
2017 FINANCIAL PROFILE

Program Successes in 2017

**DSCS attorneys** provided legal services to over 200 community members and fielded over 1,000 calls for legal assistance. Attorneys also assisted with 60 DACA applications.

**Mission SRO Collaborative** worked to pass important amendments that protect and preserve SRO housing stock in San Francisco.

**The Day Labor Program/La Colectiva** were able to make 3,196 job placements.

**African Advocacy Network**, following eight years as a DSCS sponsored project, spun off as an independent nonprofit organization.

**Dolores Shelter Program** provided 36,500 shelter beds and case management to assist individuals connect with support services, including applications and vouchers for independent housing.

**Casa Quezada** continued to provide 52 units of low-income housing and helped five individuals move into permanent housing.

DSCS attorneys won bond/release from detention for 15 immigrants, and asylum or other victories from deportation in 12 other cases.

In 2017, we improved educational spaces at the Day Labor Program center and we are working on ways of increasing employment through technology.

The newly established **Rapid Response Network** 24-hr hotline responded to 1,278 calls and assisted other counties in setting up their own emergency response networks.

**Mission SRO Collaborative** worked with 304 tenants who used services and prevented 18 evictions.

A new pilot with the **Day Labor Program/La Colectiva** resulted in a series of ESL/Know Your Rights trainings though San Francisco City College.

The newly established **Community Education & Organizing Program** successfully demonstrated in joint initiatives with DSCS networks and community partners.

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**FISCAL YEAR 2016-2017**

**Revenue**
- Government Contracts: $5,979,162
- Rental Income: $245,692
- Fundraising: $760,885
- Program Fees: $141,344
- Other Income: $27,488

**Total** $7,154,571

**Expenses**
- Housing & Shelter: $2,869,026
- Immigration Services: $2,309,903
- Worker’s Rights & Job Placement: $667,237
- Management: $711,505
- Fundraising: $21,456
- Miscellaneous: $575,443

**Total** $7,154,570

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**www.dscs.org**

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