Crisis House Impact Report *2025-2026*

CRISIS HOUSE
Respond. Connect. Renew.



BBB ACCREDITED BUSINESS

Leadership Message



Dear friends,

I thought about writing an introductory letter that sounds like every other Annual Report introductory letter in the field. It's safe. It's easy. Unfortunately, nothing about the work we do at Crisis House is safe, easy, or filled with shortcuts. And I don't say this to paint a bleak picture. I just want to paint a real one.

Funding is being cut. Everyone disagrees about the right way to solve homelessness. Everyone disagrees about the right way to end domestic violence. Everyone disagrees about how to help kids growing up in the middle of trauma. But at the end of the day, someone is going to sleep on the street. Someone is locking the bedroom door hoping the police arrive in time. A child feels like they're alone in the midst of the chaos. This is real.

And frankly, I'm tired of arguing about how we fix it — I just want people who want to try. People who believe in accountability, the value of a hard day's work, community, redemption, and rolling up our sleeves to solve hard problems.

I'm no Pollyanna. I understand nothing will be solved overnight. And I also understand nothing will be solved if we don't work together. So while this Annual Report details everything Crisis House did to address these challenges over the past year, my earnest and heartfelt plea is this: join us. Let's make next year the one where we celebrate real change in our community.

Are you in?

Kelcie Parra
Executive Director
Crisis House

At Crisis House, our mission starts with action.

We respond immediately to stop the cycle of domestic violence and homelessness, and connect families and individuals to crucial resources that empower them to renew their lives.



Our Vision

We dream of a world where the assurance of safety, health, and wellbeing is accessible to all.

























One Team, One Goal

Around here, we call it OTOG.

At Crisis House, our culture starts with a simple belief:
the mission belongs to all of us.

There is no "that's not my department." When something needs to be done, we pitch in. When a colleague needs support, we show up. When a client walks through our doors, their success isn't the responsibility of one program or one staff member—it's something we work toward together.

It means we work hard, expect excellence, and hold ourselves accountable to the people we serve. It also means we make room for curiosity, learning, innovation, and growth. We celebrate successes, learn from what doesn't work, and keep asking how we can do better.

THE OTOG WAY:

We show up.
For our clients and for each other.

We pitch in.
The mission matters more than job titles or department lines.

We work with purpose.
Hard work and high standards matter because the people we serve matter.

We keep growing.
We learn, adapt, innovate, and aren't afraid to try a better way.

We lead with respect.
Every person—client, colleague, partner, or volunteer—deserves dignity.

We choose joy.
The work can be serious. Our workplace doesn't always have to be.

One Team. One Goal. OTOG.

Our Guiding Values



Hope

Thebelief that the future will be better and you have the power to make it so.



Respect & Kindness

Showing up in the world with compassion and acting for the greater good of all.



Integrity

Commitment to behaving in a trustworthy manner with clients, colleagues, and the community.



Welcome

Creating a culture that embraces others' true, authentic selves and honoring their lived experience to create a more equitable world.



Empowerment

Commitment to a strengths-based approach as we use agency to change our future.



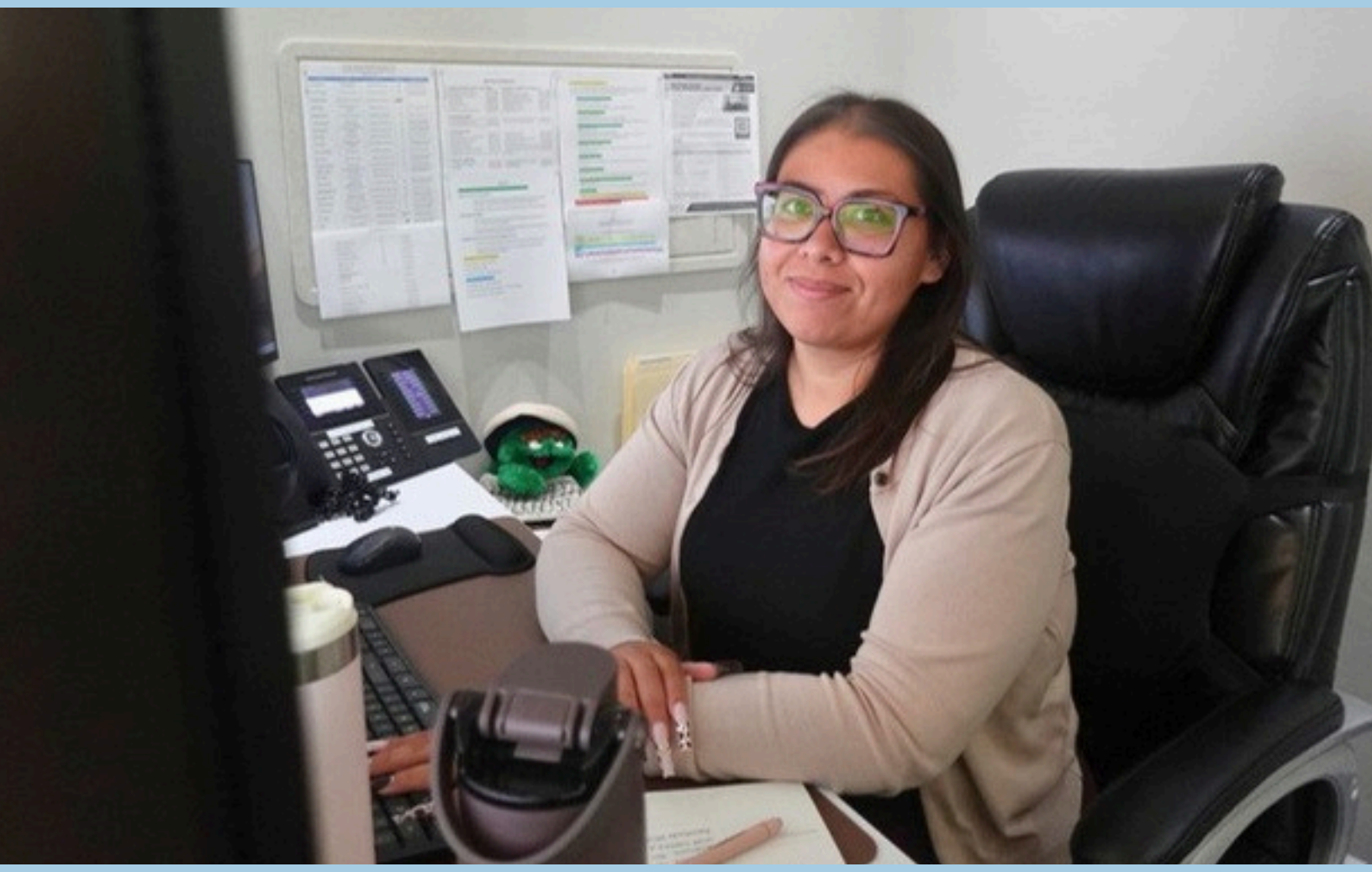
Excellence

Process-based approach that rewards growth, initiative, teamwork, and service.

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Domestic Violence Services



We support survivors of domestic violence as they navigate the challenges of leaving unsafe situations and rebuilding their lives. Our services focus on safety, stability, empowerment, and connections to resources that help survivors move forward.

Youth Services



Camp HOPE America – San Diego, led by Crisis House, gives youth affected by trauma and domestic violence a safe, supportive space to build hope, resilience, and confidence. Through summer camp and year-round mentoring, youth explore nature, arts, STEM, and other interests while building connections and pathways toward their future.

Housing Services



Crisis House provides mobile outreach, housing assessments, and housing navigation and case management for individuals and families experiencing a housing crisis, including veterans. These services connect people with resources, support, and pathways toward stable housing.

We've done a lot in the past year.

This report reflects a year of hard work, meaningful progress, and an unwavering commitment to the people we serve. There is much to celebrate, but behind every milestone is something even more important: people finding safety, stability, hope, and a path forward. That is the purpose that continues to drive us every day.

Our Impact in Words

Behind every number in this report is a person taking a step toward something new. These stories offer a glimpse into what stability, connection, and opportunity can look like for the individuals and families we serve.

Zoe's Story: A Chance to Begin Again

Meridian-Amikas Village + Crisis House Case Management



Every morning, Zoe wakes up in her sleeping cabin with something she didn't always have: stability.

She starts her day with coffee, breakfast, and a few quiet moments to set her intentions. From that safe place, she has been working toward a future of independence—earning her driver's permit, applying for jobs, and building new skills.

Finding employment wasn't easy. Zoe applied for nearly 200 jobs, from cooking and janitorial work to warehouse positions. Through every rejection and every interview, she kept going.

"I'm willing to give everything I have to this job. I just need someone to give me a chance."

Then, someone did.

Since our interview, Zoe has found a job and started working. She is earning an income, gaining experience, and taking another step toward the independence she has worked so hard to achieve.

Through case management and support at Meridian-Amikas Village, Crisis House is also helping remove a barrier to employment by providing Zoe with an e-scooter to help her get to work.

Stability is about more than having a place to stay. It's having the space to imagine a future—and the opportunity to build it.

For Zoe, that future is still taking shape.

But she's moving forward.

And sometimes, a safe place to begin again is where the next chapter starts.

DJ’S Story: More Than a Week at Camp

Camp Hope 2026



When DJ first arrived at Camp HOPE, he was hesitant to join in. The activities, new faces, and unfamiliar surroundings felt like a lot to take in. At first, DJ stayed on the sidelines, watching the world around them.

But as the week unfolded, something beautiful began to change.

Little by little, DJ started stepping forward. He joined an activity. Then another. He began talking with other campers,

cheering them on, and discovering that camp could be a place where they belonged.

One moment, in particular, stood out. On the first full day of camp, DJ was being provoked by some of the older boys. Understandably angry and overwhelmed, DJ could have shut down. Instead, he found the words to communicate what was happening and what he needed. He was able to express himself clearly and, most importantly, he was listened to.

Camp gave DJ something incredibly meaningful: the opportunity to be heard.

Before long, DJ had found an unexpected group of supporters among the older campers. They welcomed DJ into their circle and helped create a little community within camp. They offered comfort when the cabin became chaotic, helped DJ find ways to feel more comfortable at bedtime, and, sometimes, simply offered friendship.

By the end of the week, DJ was laughing, participating, cheering others on, and building connections. The child who arrived hesitant was leaving with new experiences, new relationships, and a little more confidence in their ability to navigate difficult moments.

Camp HOPE is more than a week away from home. It is a place where children can feel safe enough to be themselves, brave enough to find their voice, and supported enough to discover that they are not alone.

Our Financials

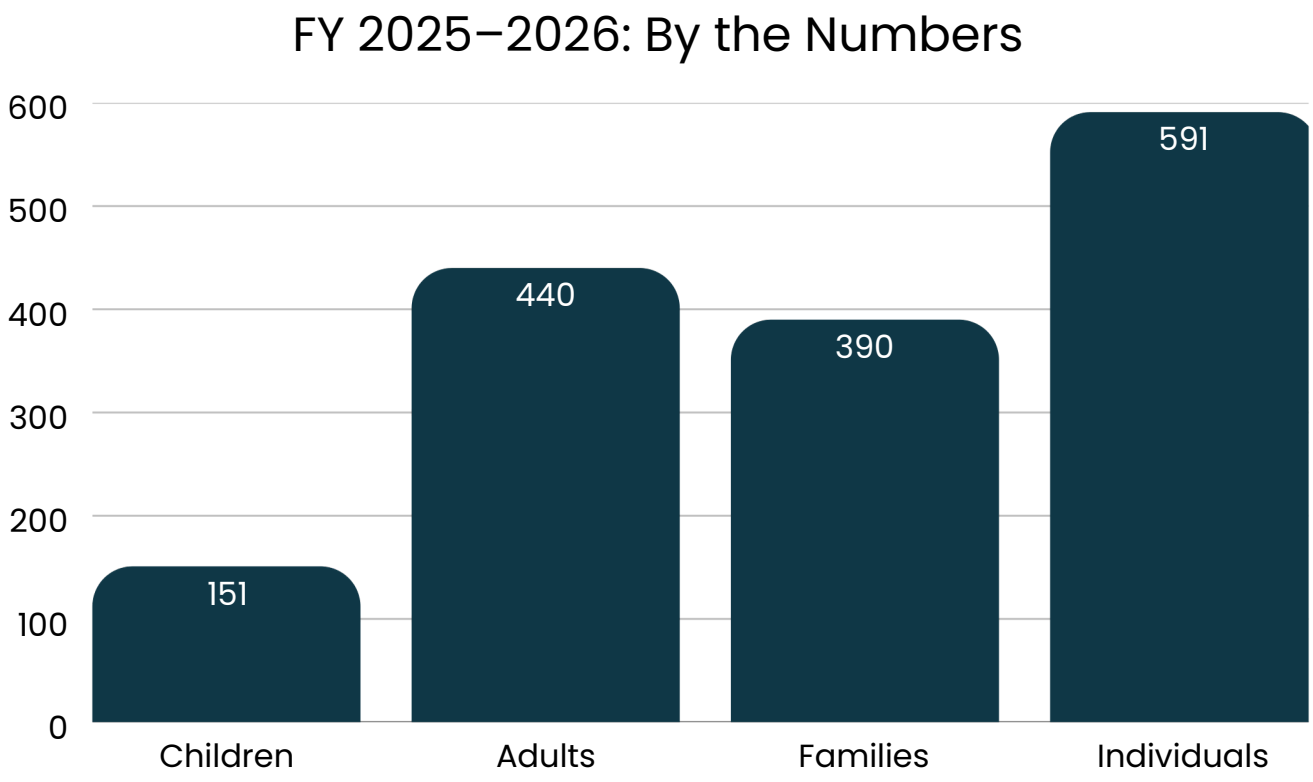
Transparency establishes trust.

Every dollar entrusted to Crisis House represents an investment in people and possibility. This section provides a look at how we stewarded our resources over the past year, along with recognition of the donors, partners, and supporters whose generosity makes our work possible.

Our Impact in Numbers

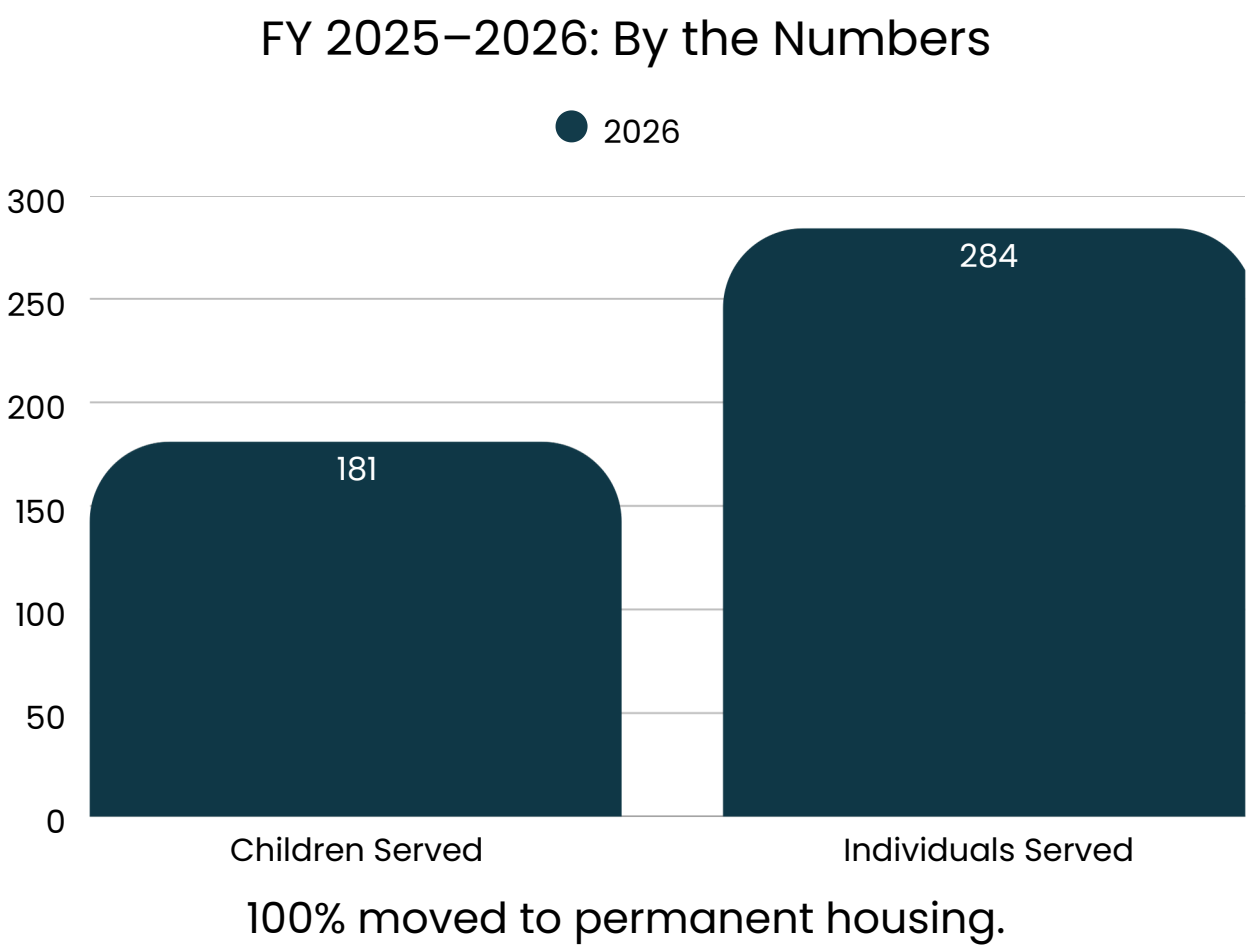


Housing Services



Year-over-year increases: Children +26% | Adults +79% (44% of adults experienced homelessness due to domestic violence) | Families +101% | Individuals +160% (97% moved to permanent housing).

Domestic Violence Services



100% moved to permanent housing.

What Does $200 Mean to You?

When you think about spending $200, what comes to mind? Not long ago, spending $200 without a second thought was possible for many more people. In 2019, before rents, groceries, and gas climbed the way they have, that same amount stretched further; it might have covered a nice dinner out, a new pair of shoes, or gone toward a weekend getaway. But today, as rents, groceries, and gas have soared, comfort feels farther out of reach for many of us.

The truth is, the people Crisis House serves aren't outliers. They aren't "other." They're our neighbors, coworkers, classmates, and friends. In San Diego, nearly 10,000 people have nowhere to call home on any given night. Even those who are stably housed can feel just one unexpected bill, one medical crisis, or one abusive relationship away from losing their footing. In a community where the margin for error is so slim, a bit of extra money isn't just a donation—it's a way of ensuring none of us has to face hardship alone.

So when you consider what that amount can do, it's not just a question for "them." It's a question for all of us: What would it mean to have support, dignity, and hope when you need it most?

For women and families escaping violence, the crisis is even sharper. Approximately half of homeless women report domestic violence as the immediate cause of losing their home. But leaving is only the beginning. Financial abuse often means survivors are forced to start over with nothing— no savings, no access to credit, no reliable transportation. To them, $200 means a month of safe rides to work, to childcare, and, most importantly, away from their abuser. It's the key to not just physical safety, but the first step toward rebuilding independence and stability. For a parent barely scraping by, $200 for two months of diapers isn't just about hygiene; it's about restoring dignity and comfort to their child when everything else feels uncertain.

But even $50 can spark change. In a city where the lowest-income renters routinely spend more than half their income just to keep a roof overhead, $50 can mean a week of warm meals for a transitional-age youth experiencing homelessness. It might be the groceries a senior needs to get by, or a professional outfit that gives someone the confidence to step into a job interview and envision a brighter future.

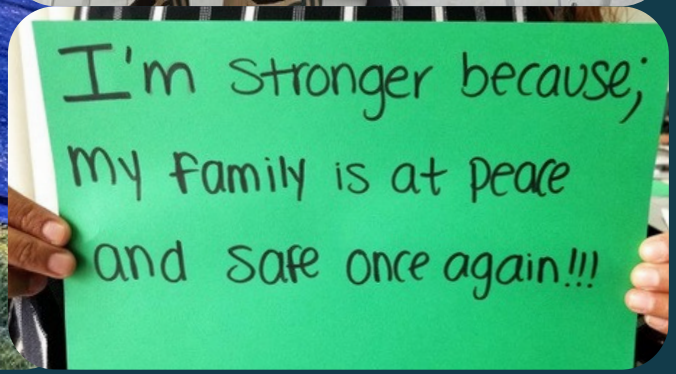
And with just $25—less than the cost of a dinner out—you can help provide hygiene supplies, a transit card for an emergency, or clean clothes for a child's first day at a new school. When thousands across our community face impossible choices every day, your $25 is more than spare change: it's the change that brings hope, dignity, and a path forward.

When you give—whether it's $25, $50, $200, or any amount—you're not just meeting a need. You're opening a door, lighting a path, and telling someone in crisis that they matter. Have any change to spare? In San Diego's toughest moments, your spare change becomes the change our community needs most.

Thank you to our Donors, Sponsors, and Supporters!







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We are a mission-driven nonprofit working in partnership with communities to expand opportunity, strengthen resilience, and support well-being. Thank you for standing with the people and places at the heart of this work.

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