



Miracle
Messages

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BRUCE ALBERTO

Miracle
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2022 Annual Report

119

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Acknowledgements

This report was compiled, edited, and designed by Julia Ip and Katerina Folkin, under the guidance of Miracle Messages' leadership team.

Letter from our Founder & CEO

Dear Friends,

In March of 2022, Hannah, a college student in New Jersey, received an email in her inbox that would change her life: “Congratulations! You have been matched with a friend,” it read.

After learning that a loved one of hers was experiencing homelessness, Hannah did some research online and stumbled across Miracle Messages on Instagram. That’s how she learned about the Miracle Friends phone buddy program, which pairs volunteers one-to-one with unhoused friends for weekly calls and texts. Hannah quickly signed up... and then went back to her studies.

Six weeks later, Hannah received an email introducing her to Bonnie, a 66-year old woman in San Francisco who “LOVES dogs,” enjoys reading and cooking, and is also in a wheelchair and living at a homeless shelter. Hannah and Bonnie were matched as Miracle Friends.

The cover of this year’s annual report is a photo of Hannah and Bonnie, taken from Miracle Messages’ 4th annual Good Neighbor Awards. Hannah flew out with her family to attend GNA4 and meet Bonnie, who had just a few months earlier been able to move into an apartment of her own after “eight long challenging years” of homelessness. At GNA4, Bonnie described the impact of her friendship with Hannah:

“I lost a lot of my lifelong friends because I was homeless. The traumas are many. But I also received many blessings along the way. [...] By far the greatest miracle of all was the gift of my Miracle Friend, Hannah. Which I am certain will be a lifelong bond. She listens, and she shares her own life too. So I don’t feel just like I’m a whiny problem. She makes me feel loved and cared for and watched over. My dog loves her, too.”

Hannah echoed Bonnie’s words at the event:



“I think for both of us it’s been so powerful and healing. She gives me advice. It’s just such a beautiful thing. And I love the mission of Miracle Messages. I think connection is a basic human need, and we often overlook that. I think it’s important to focus on shelter and food and everything, but we forget that people also want to be loved and want to have someone to talk to. And that’s why I’m so happy to be your friend.”

2022 was a year of tremendous expansion at Miracle Messages, which is evident throughout this annual report and which I briefly highlight below. But as we celebrate the growth that we achieved together in 2022 and look

ahead toward a very exciting year to come, my hope is that we will continue to hold close the stories of friendships like Bonnie and Hannah's. For it is in these precious stories of hope, resiliency, transformation, and love that we witness the humbling truth of our work together: we are part of something much bigger than ourselves. And so, with friendships like Bonnie and Hannah's in mind, here are a few highlights from 2022!

We soft-launched Miracle Money: California, a \$2.1 million basic income and phone buddy pilot, funded through a mix of local philanthropists and foundations, including a \$1,150,000 grant from Google.org, Google's philanthropy. Miracle Money: California will offer \$750 a month for 12 months to 100+ unhoused participants in Miracle Friends, as part of a randomized control trial led by researchers at the USC School of Social Work.

Miracle Money: California is the largest 100% privately funded basic income pilot for people experiencing homelessness in the United States, and significantly expands on the work of our 2020-21 proof-of-concept, which delivered \$500 a month for 6 months to 14 participants as part of the first basic income pilot for the homeless in the country. In that very small pilot, an astonishing 66% of unhoused recipients secured housing.

We hired multiple new team members to support this expansion, nearly doubling the size of our team: Jenni and John to build referral partnerships and enroll participants in Los Angeles, Ashley to recruit hundreds of new volunteers for Miracle Friends and support our community, and Rosalie to help with operations and volunteer success. We now have MM hubs in LA, SF, Oakland, South Florida, and Austin – though our services are available nationwide through our 1-800-MISS-YOU hotline and online referral form!

We hosted our first in-person event after a nearly three year hiatus during the pandemic. The fourth Good Neighbor Awards and Gala (GNA4) was held in December 2022 at KQED Headquarters in SF. Over 120 supporters joined us to recognize the unsung heroes who make our work possible, hear incredible stories like Hannah and Bonnie's and AJ and Jaime's, and invest in our life-changing programs. Thanks to the generosity of supporters like you, we raised over \$160,000!

We broke records in each of our core programs: in 2022, we reunited 150+ loved ones, including Ben, bringing our total to nearly 800 reunifications since December 2014; we grew our phone buddy program to 200+ active matches, with caring volunteers in

Chile, Germany, India, Malaysia, the UK, and throughout the US; and we secured \$1+ million to distribute directly to our unhoused friends through Miracle Money: California, with the first round of cash disbursements having occurred in September 2022.

And we are just getting started. I'm honored to reflect on our collective impact from 2022 with you through this report and, in the coming months, to begin sharing our ambitious plans for 2023, which includes major new storytelling initiatives, systems overhauls to scale further, key hires, and the November release of *When We Walk By*, my forthcoming book on homelessness and relational poverty (years in the making!) with many lessons and stories from our work.

As we say, everyone is someone's somebody. Thank you for being someone so special to us.



A handwritten signature of Kevin F. Adler in black ink.

Kevin F. Adler
Founder & CEO

About Us

Miracle Messages is an award-winning 501(c)(3) nonprofit organization on a mission to end relational poverty on the streets, and in the process, inspire people to embrace their unhoused neighbors not as problems to be solved, but as people to be loved. We offer a humane and effective way to help end homelessness: strengthen social supports, shatter stigmas, and empower people everywhere to get involved through three core programs:



Reunion Services

Reconnecting unhoused individuals with their loved ones.



Miracle Friends

Connecting volunteers with unhoused neighbors, via a virtual, phone-based buddy system.



Miracle Money

A direct cash transfer program for select individuals in our Miracle Friends program.



Photo: John (left), Nelly (middle), Lindsay (right)

Core Value: We meet people where they are at.

100% Opt-in

If an unhoused neighbor does not want to reconnect with their loved ones or participate in a buddy system, we accept that.

Zero Expectations

If an unhoused client just wants to say, "I love you," "I'm sorry," "I miss you," or "I'm love you," but does not want to go and live with that person, we accept that.

100% Respect

We don't promise anything we can't deliver. But we do vow to treat each case with the same respect we'd want for our own loved ones.

Executive Summary

In 2022, we made significant progress in all our programs – we doubled our team, hosted our first in-person event in three years, and launched a \$2 million basic income plus social support program, Miracle Money: California. A huge thanks to our incredible partners, volunteers, and donors who helped make this happen – we couldn't have done it without you.

To date, we've facilitated:

 **780+** Total reunions
(158 this year)

 **210+** Total Miracle Friends matches

 **\$2M**

Funds raised for M\$: California.
\$750/month, 100 recipients

March
Hired Jenni, our LA General Manager, and John, our LA Outreach Specialist.
Completed MIT J-PAL accelerator cohort

May
Presented our Miracle Friends & M\$ programs to the Denver Basic Income project board.

June
Brought on two new board members, Scott and Sakina, and hired Rosalie, a Program Assistant for Miracle Friends

September
Hired Ashley, our Community Manager
First participants in Miracle Money: California got their cash disbursements!

December
4th Annual Good Neighbor Awards & Gala – raised \$160K+
Kevin submitted the manuscript for his forthcoming book, "When We Walk By," to his publisher!
Received the Downtown Streets Team SF Angel award

January
Formed partnership with the National Coalition for the Homeless.
Received seed funding from Scott & Kim Layne to launch M\$: California

April
Established partnership with Smart Money coaching to provide financial coaching to M\$ recipients
Kevin guest lectures at UC Berkeley, Rotary 6 – Club meeting, The United Way Bay Area Sparkpoint program

July
Hired Rosalie, our Program Services Assistant

October
Kevin gave talks at Rotary International District 5160 Conference, Olin College, and UNITE! by Full Circle Fund



Programs

Reunion Services

Miracle Friends

Miracle Money



a little help is
HUGG!!
...even a **SMILE**
CHOOSE LOVE... BE KIND... and...
STAY GRATEFUL

Reunion Services

We now have an LA team!

In March, we hired an LA General Manager, Jenni, and an Outreach Specialist, John, to bring Miracle Messages to Los Angeles. They have been working tirelessly to get our LA chapter up and running, partnering with local organizations to bring our services to people experiencing homelessness.

Developing strong partnerships

This year, we formed a partnership with the National Coalition for the Homeless which enabled us to get more referrals from their member organizations. We partnered with End Poverty Make Trillions, and renewed our partnership with Dialpad, Pipl and Spokeo to support our digital detective work. We have also been working with several high education institutions to provide real-world experiences and perspective to students studying homelessness including ASU Watts College of Public Service & Community Solutions, USC, UT Austin, and UC Berkeley.

Want to help reunite loved ones?
BECOME A DIGITAL DETECTIVE HERE.

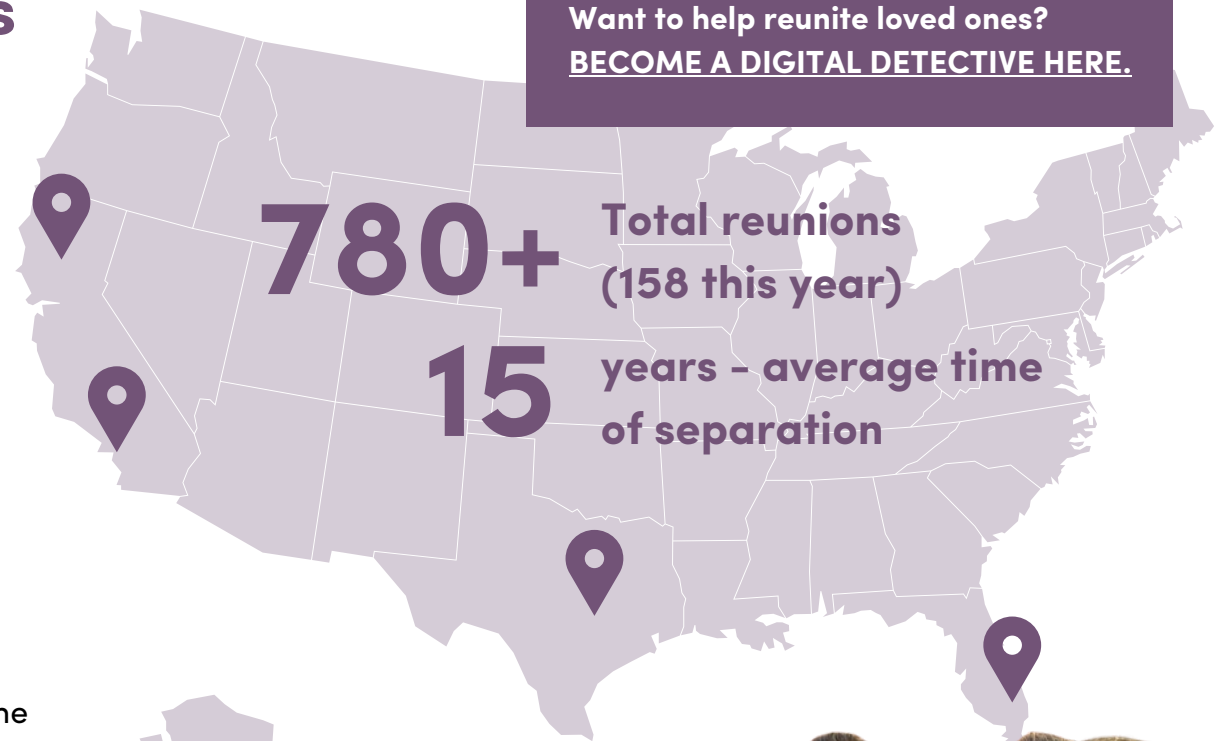


Photo: Miracle Message team doing street outreach 7



Photo: Wayman (left) and Martha, Lindsay (right)

Feature: Martha & Wayman

Martha Lawrence lost contact with her son Wayman in 2007. After a brief reconnection, he left again and her only option was to hope for a miracle to meet in the future. In January of 2022, Martha's prayers were answered by an unexpected message from Lindsay Pfeiffer who

explained Wayman was alive and actively looking for Martha. Within their phone call, Lindsay informed Martha that Wayman was unhoused in San Francisco and had been living without a phone. Lindsay helped the two reconnect and got Wayman a cell phone so

Martha and her son could finally talk consistently. Eventually, in March 2022, Martha flew out to see her son and meet the woman who made all of her dreams come true. By April, Wayman was in permanent housing and had a job working for a city contracting company.



Photo: Shay (left) and his daughter (right)

Feature: Eddie & Shay

Early this year, Miracle Messages worked its magic and helped reunite a father and son who had been separated for over ten years.

Over the years, Eddie has faced housing insecurity and spent years looking for his son, Shay. The pair have been separated since Shay finished high school. Serendipitously, through what felt like magic, Shay found out that in all the years he spent looking for his father, his father had been searching for him as well.

The two were reconnected through Miracle Messages and given a second chance at their relationship. Now, Eddie and Shay are reconnected and catching up on all the time they missed. At their reunion, Eddie not only found his son that he was searching for, but also discovered he has a beautiful granddaughter to get to know as well.

Miracle Friends

From our founding in December 2014, Miracle Messages has been on a mission to end relational poverty on the streets. Toward this north star, we have worked diligently for 8+ years to help our neighbors experiencing homelessness reconnect with their loved ones, and also with us as their neighbors. The first part of this objective has been well-developed through our reunion services. But the second part – reconnecting with our homeless neighbors as neighbors – had been piecemeal, hyper-local, often intangible, and inaccessible to most of our volunteers. That changed with Miracle Friends, our virtual, phone-based buddy system. Now in its third year, Miracle Friends has expanded immensely with over 210 matches sustained.

We need more volunteers!

As part of Miracle Money: California, we are rapidly expanding Miracle Friends!

[SIGN UP TO VOLUNTEER HERE](#)

Feel free to send around the link to others!

210+ Total matches

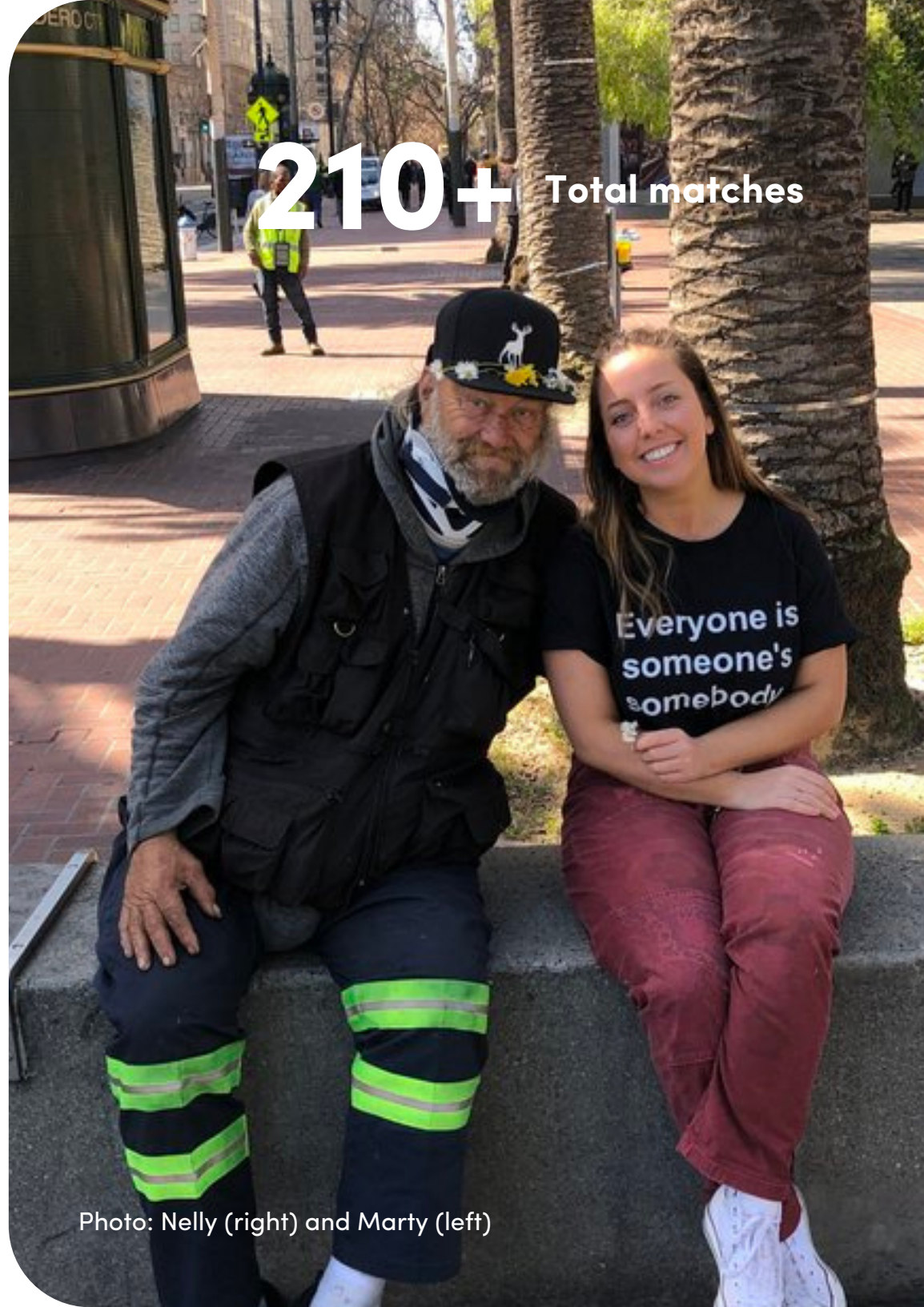


Photo: Nelly (right) and Marty (left)



Photo: Bruce (left) and Abby (right)

Feature: Bruce & Abby

Abby, a Miracle Messages volunteer, signed up in the summer of 2022 to make a new friend and have someone to talk with.

"I was completely blown away when I was matched with someone whose interests are incredibly similar to my own! My Miracle Friend has a vibrant personality and his energy is contagious. I feel extremely fortunate to have made such a wonderful friend through this program."

After being matched in July, Bruce and Ashley have talked on the phone nearly every Tuesday afternoon. Their friendship has grown stronger with each call, and now they text nearly every day! Abby and Bruce got the chance to meet in Los Angeles.

"We're holding one of his original digital art pieces that I purchased from him. Although I'm wearing a mask, you can tell that I had a huge smile on my face!" - Abby

Miracle Money

We're expanding Miracle Money!

After completing our 2020-21 proof-of-concept for Miracle Money in the Bay Area ([see report here](#), and [PBS Newshour feature here](#)), we received extensive interest from supporters to conduct a larger pilot. And so, we are excited to announce that we have received over \$2 million to launch Miracle Money: California, a basic income plus phone buddy pilot for people experiencing homelessness in San Francisco, Oakland, and Los Angeles County. Miracle Money: California is the largest 100% privately funded basic income pilot for unhoused individuals in the US. The pilot is being evaluated through a randomized control trial led by the University of Southern California (USC), and is being funded through a mix of local philanthropists and foundations, including seed funding from Scott & Kim Layne and a \$1,150,000 grant from Google.org, Google's philanthropy.

“This program brought me out of my shell. I had lost that confidence and speaking to someone validated that I can do this”
- Miracle Money 2021 Recipient

A quick look at Miracle Money: California...

\$1,000,000+

to be directly distributed to unhoused individuals

100 unhoused individuals will receive
\$750 per month + social support through the
Miracle Friends program for 12 months



Photo: Elizabeth, 2021 Miracle Money recipient, in her new home

Feature:

Bruce & Nathaniel

Bruce Armstrong, and his Miracle Friend, Nathaniel connected over the phone on July 9, 2020 and met in person for the first time on August 13, 2020. Over the last two years, Bruce and Nathaniel have not only maintained but grown their friendship.

Bruce and Nathaniel formed an instant connection over family and cracking jokes. Bruce shared that Nathaniel and him constantly text throughout the week and have shared over 200 phone calls and met in person 20 times.

The pair takes time to support their friendship no matter the circumstances and this has helped them build such a strong bond over the years.

Bruce explains, "Whenever I say we're Miracle Friends, he says 'We're not friends, we're brothers!'"



Photo: Nathaniel (left) and Bruce (right)

Storytelling

Storytelling helps us shatter the stigma around homelessness, build more empathy for our neighbors living on the streets, and communicate our vision with the world. Our team had some great opportunities this year from university lectures to features in many news outlets.

April 12th - Guaranteed Income Community of Practice



March 13th - we were featured on Business Insider!

HOME > ECONOMY
Meet a teacher with cancer who was evicted, but got a new home thanks to \$500 a month from a guaranteed-income program

Jason Laljee Mar 13, 2022, 4:15 AM



This Program Is Giving Free Money to Homeless People in San Francisco. It's Working.

Story by Tanner Garrity · Feb 2, 2022 22 Comments



April 4th - UC Berkeley Lecture
"My Journey as a Social Entrepreneur Tackling Homelessness"

February 2nd - MSN
Miracle Money feature

Miracle Messages in the News



February 12th - Business Insider
Miracle Money feature

Stanford SOCIAL INNOVATION Review

Informing and inspiring leaders of social change

SOCIAL ISSUES SECTORS SOLUTIONS MAGAZINE

Social Services

No-Strings Cash

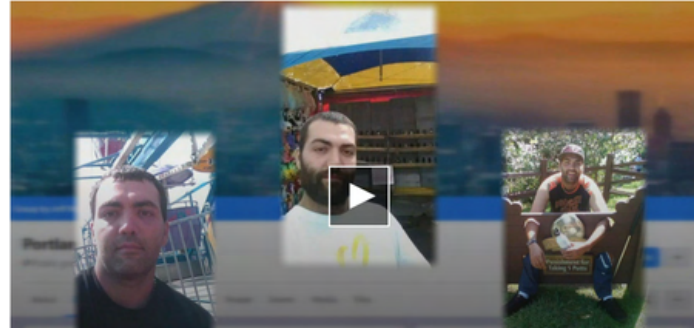
Nonprofits are piloting direct cash transfer programs to help people experiencing homelessness.

Spring 2022 - Stanford Social Innovation Review

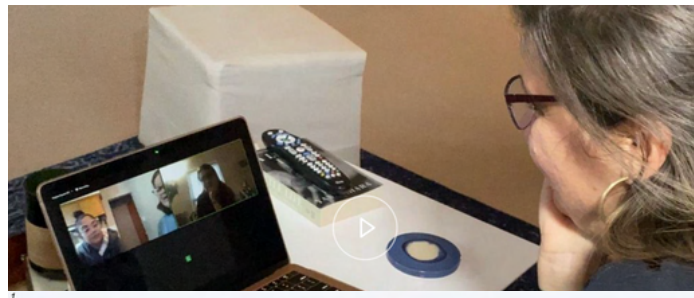
Miracle Money feature

Mother connects with missing son in Portland after KATU report

by Angelica Thornton | Tuesday, July 19th 2022



July 19th, KATU Portland
Mother and son reunion



HUMAN INTEREST

Albany woman helps homeless people reconnect with their loved ones

February 14th - Spectrum
Reunion with loved ones

Miracle Messages in the News



December 7th - Voices of the Community

Miracle Money feature

02-02-22 | THE NEW CAPITALISM

What happened after these unhoused people got monthly \$500 checks? Two-thirds have homes

Just \$3,000 over six months was enough to fundamentally reshape people's lives.

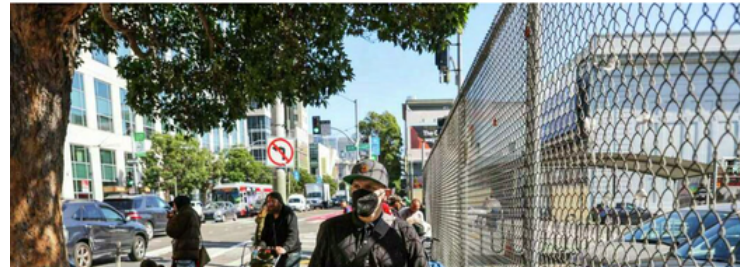


February 2nd - Fast Company

Miracle Money feature

BAY AREA // HEATHER KNIGHT

He was days from death. His quest to kick fentanyl is a harrowing lesson for S.F.



December 8th - SF Chronicle

Miracle Friends and Ben's story

CALIFORNIA

California Cities are Pilot Testing Guaranteed Basic Income Programs

by CBM NEWSWIRE
September 21, 2022



September 21st - San Diego and SAC

Miracle Money feature

GNA4

4th Annual Good Neighbor Awards

On December 3rd, we held our 4th Annual Good Neighbor Awards & Gala. The evening was filled with inspiring and heartfelt stories from our beloved volunteers, staff, and Miracle Friends. Community members had a chance to connect with over 150 like-minded people who care about relational poverty and homelessness. At this event, we were able to raise over \$160,000 to support Miracle Messages' programs in ending relational poverty and empowering people everywhere to make a difference on this issue.

Thank you sponsors!



Want to give and support our cause? [DONATE HERE!](#)





Feature: Tars & Marty

In July 2021, Tars (Miracle Friends volunteer) was matched with Marty, one of our San Francisco unhoused friends.

Tars and Marty have a special friendship that extends beyond twice a week phone calls, and Tars will occasionally meet Marty downtown on his lunch break. Their friendship brings comfort to both of them.

Marty said that the best part of Miracle Friends is “talking to a friend he checks up on me and asks me how I’m doing, it’s great knowing someone is there for me” and when asked how Tars would describe their relationship, he said “I feel like he’s glad to know that someone cares about him”.

At Miracle Messages, we believe no one should be experiencing homelessness alone, and no one should feel helpless on this issue. Tars and Marty’s relationship is a powerful example of these core principles in action.

Thank you to our community!

Partners
Donors
Volunteers



Photo: Miracle Messages Team

Thank you partners!

From various nonprofits, city officials and government workers, and corporate sponsors, we appreciate the support and collaborative spirit from our partners!

South Florida

Aventura Hospital and Medical Center
Broward Health Services/Medical Centre
Camillus House
Choose Love Foundation
HCA Florida Kendall Hospital
HOPE South Florida
Jubilee Center
North Broward Hospital District
Our Father's House Soup Kitchen
Ruth's Ministries
Sarasota HOT
Showering Love
Sisters of Charity
Taskforce Fore Ending Homelessness
Tent City Helpers
The Lord's Gift House
Turning Point, St. Petersburg, FL

Texas

Community First! Village
Sunrise Homeless Navigation Center
New Bridge Shelter, Austin, TX

Los Angeles

April Parker Foundation
Asian American Drug Abuse Program (AADAP)
California Department of Social Services (CDSS)
Changing the Faces of Homelessness
FAAAM Outreach Foundation
Healthcare In Action
Hollywood Food on Foot
Home At Last CDC
Homeless Health Care Los Angeles
Hope The Mission
HOPICS
Housing For Health
Inner City Visions
LA County Department of Health Services (DHS)
LA County Department of Mental Health (DMH)
LA County Department of Public Social Services (DPSS)
LA Family Housing (LAFH)
LA Neighbors for Neighbors
LAHSA
LavaMaeX
Los Angeles Mission
Los Angeles Public Library
Mt Tabor Missionary Baptist Church
Mutual Aid LA Network
People Assisting the Homeless (PATH)
ProjectQ
Restoration CDC
Safe Parking LA
Salvation Army

SEE-LA
SELAH Neighborhood Homeless Coalition
Serenity Recuperative Care
SSG / HOPICS
St Francis Center
St. Monica Catholic Church
The Giving Spirit
The Midnight Mission
The People Concern
The Source (LA Public Library)
The Weingart Center
Union Station Homeless Services
United States Department of Veterans Affairs
Veterans Affairs of Los Angeles
Water Drop LA

San Francisco Bay Area

Curry Senior Center
Dignity Moves
Dolores St. Community Services
DowntownSF Partnership
Downtown Streets Team (DST)
Dream Center
Episcopal Community Services
Five Keys
Hamilton Families
HomeBase
Hospitality House
Institute on Aging
Lake Merritt Lodge

Thank you partners!

San Francisco Bay Area (continued)

Lava Mae
LifeLong Medical Care TRUST Health Center
Mandela Community Cabins
Project Homeless Connect
Salvation Army
San Francisco Department of Public Health
San Francisco General Hospital
San Francisco Homeless Outreach Team
Swords-to-Plowshares
Tenderloin Housing Clinic
Tenderloin Linkage Center
UCSF Citywide Case Management
Urban Alchemy
Urban Compassion Project
Urban Vision Alliance
West Oakland Punks with Lunch
Youth Spirit Artworks
Youth With A Mission - San Francisco

Corporate Partners



University Partners



Thank you donors!

To date, your generosity has enabled us to reunite 780+ families, facilitate 210+ life-changing friendships, and launch Miracle Money: California, a \$2M basic income plus social support pilot. Thank you!

Donors (over \$5K)

Amanda and Alexandra Weitman
Sea View Ranch Charities
Darwyn Metzger
Larry H. & Gail Miller Family Foundation
Ping Chen

Ross Boucher
Scott & Kim Layne
Steve and Kim Richardson
Kari and Philip Kaplan
Jeff & Karen Jones
Anonymous

In 2022...

238 Individual Donors
13 Donor Advised Funds
23 Corporate Donors
14 Foundations

helped us raise...

\$1,091,579





Feature: AJ & Jaime

AJ (volunteer from Bahrain): "It was really transformational [how] people in two completely different places could become friends and I truly consider Jaime (Miracle Friend from Los Angeles) a friend." This pair has been building their bond and friendship.

Throughout their journey, AJ would encourage Jaime to not give up and remember to 'stay focused, there's a light at the end of the tunnel'. Now, Jaime has found a place to rent for almost 2 months and qualified for the Miracle Money

program. "This whole thing has been such a blessing and I mean I'm so lucky to be part of it all. I'm really thankful more than anything. I'm really glad to always have AJ to talk to when I feel like talking to someone" (Jaime).

Photo: Jaime (left), AJ (top right), and Madeline (bottom right)

Our Team



Kevin F. Adler, Founder & CEO

Kevin started Miracle Messages in December 2014. Motivated by his late mother's work teaching at underserved adult schools and his late uncle's 30 years living on the streets with severe mental illness, Kevin is dedicated to a world where everyone is seen as invaluable and interconnected. Kevin has pioneered the concept of "relational poverty" as an overlooked form of poverty severely affecting unhoused individuals. He is the author of the forthcoming book, "When We Walk By: Forgotten Humanity, Broken Systems, and the Role We Can Each Play in Ending Homelessness in America" (NAB 2023). Kevin has been honored as a Presidential Leadership Scholar, TED Resident and Speaker, and Rotary Ambassadorial Scholar. Previously, Kevin co-founded three EdTech startups, and authored *Natural Disasters as a Catalyst for Social Capital* (Rowman & Littlefield 2015). Kevin holds a Masters in Sociology from Cambridge and a Bachelors in Politics from Occidental College.



Madeline Mazzocchi, Director of Programs and Operations

Madeline brings decades of experience in information technology, operations, and social service to the team. After graduating from college with a degree in Political Science and Computer Science, she spent her career as an information technology professional, retiring in 2019 as Director of Information Technology. She used her passion for helping others during her retirement by volunteering for several non-profit organizations, including Miracle Messages. While watching an interview with Kevin in the spring of 2019, she discovered she could use her IT skills and her desire to help our unhoused neighbors as a volunteer digital detective. Seeing the strong impact Miracle Messages and their volunteers had in every interaction convinced Madeline to come out of retirement to accept the position of Director of Operations.



Colette Lay, Chief of Staff

Colette brings a lifelong commitment to community service and volunteering to the Miracle Messages team. She earned a Master’s degree in Psychology with a focus on behavioral genetics and has volunteered in some capacity since her first year of college. As a past club president and current Rotarian, she applies the “Service above Self” Rotary motto in all she does. After hearing Kevin give a presentation in 2018, she became an immediate fan of how well Miracle Messages fit her values and ensures that no one has to feel helpless on the issue of homelessness.



Mark Askins, Lead Digital Detective

Since December 2015, Mark has applied his abilities of 30+ years as a private investigator on 100+ cases. Mark’s journey of working to help those in his community began in high school where he worked in programs supporting special needs children. When Mark became a full time investigator, he perpetuated this giving mindset by involving himself in the Make a Wish foundation and made volunteering a full-time hobby. Mark has facilitated some of Miracle Messages most touching reunions and believes that, “Miracle Messages provides hope and perspective. We give people who are on the streets a chance to break the stigma of homelessness!”



Gabriela Cordell, South Florida General Manager

Gabby first came to Miracle Messages in early 2016 after seeing a sibling reunion highlighted on a local news show. She contacted Kevin and immediately started offering Miracle Messages to her unhoused friends in the community. Gabby has been an active member of the homeless service provider community in South Florida through her work with the Choose Love Foundation for 10+ years and has helped grow our partnerships with other service providers such as HOPE South Florida, Sisters of Charity, Jubilee Center of Hollywood, Showering Love, and where it all began, Choose Love Foundation.



Ashley Dockendorf, Community Manager

Ashley started with Miracle Messages in September of 2022. She graduated from the University of Iowa in 2006 with a bachelor's degree in Communication Studies, and still resides in the Iowa City area. Ashley has always had a passion for non-profit work and helping others. Before starting with Miracle Messages, Ashley worked for Make-A-Wish, Big Brothers Big Sisters, and the University of Iowa Dance Marathon.

Nelly Stastny, San Francisco General Manager



Growing up in a small town in California, Nelly always knew a strong sense of community and the positive effects from it. This coupled with her passion to work with disenfranchised communities brought her to Miracle Messages. Nelly brings her years of case management expertise from working with people experiencing chronic homelessness in Sonoma County where she first learned of the Miracles Messages' mission while utilizing it for her clients. Immediately, she knew it was something she wanted to be a part of. Doing outreach on the streets of San Francisco, Nelly is not only sharing the programs of Miracle Messages and Miracle Friends, but also smiles and conversations with our unhoused neighbors.

Lindsay Pfeiffer, Outreach Specialist



Lindsay has collaborated with local businesses and private donors to supply thousands of essential items and meals to the houseless population in San Francisco. In the past, she has managed the U.S. outpost of an award-winning, U.K. based non-profit (CRACK + CIDER). The success of the U.S. outpost created an average donation spend of over \$130 per person. As a part of Miracle Messages now, Lindsay is assisting in the launch of a new homeless outreach initiative in the Union Square area. She will be helping homeless individuals rebuild social support systems and distributing essential services and directing people to San Francisco based services.



Jenni Taylor, LA General Manager

Jenni is the general manager of Miracle Messages in Los Angeles County. Originally from Chicago, she spent over a decade in international education and managing educational nonprofits in Peru, China, and Cambodia. Coming back to the US and moving to LA inspired a change in cause, and she's happy to be a part of the solution for our 69,000+ unhoused neighbors in LA County through Miracle Messages and their focus on solving relational poverty through social support.



John Ma, LA Outreach Specialist

John works on the ground with our unhoused neighbors, service providers, and community organizations across Los Angeles County to bring new friends and volunteers into our programs. Before joining the team, he helped co-found Mutual Aid Network LA to raise and redistribute over \$500,000 to unhoused and rent-burdened Angelenos during the pandemic, and organized campaign events and actions for basic income, federal stimulus checks, and the Child Tax Credit. Most recently, he co-directed the Healthy Streets LA ballot measure that gathered 102k signatures to improve LA's bike, bus, and pedestrian infrastructure. He continues his work in the community as a publicly-elected official on LA's West Adams Neighborhood Council.



Rosalie Silva, Miracle Friends Program Assistant

Rosalie started as a volunteer with Miracle Messages in January 2022. She has a background in Human Services and Chemical Dependency counseling. She is an advocate for Mental Health and Domestic Violence Awareness. Her life experiences help her bring empathy and compassion to her role as Miracle Friends Program Assistant. Rosalie loves spending time with her family and volunteering in her community.



Photo: John and friends

Miracle Friends Mentors

Emily Artiano
Joan Scott
Josh Reiman
Kim Richardson
Madeline Mazzocchi
Maryann Philbrook
Michelle Meyers
Paul Swanson

Case Solving Community

Andy Tran
Asley Castro
Avra Kouffman
Ben Pack
Caroline Cattaneo
Chris Baker
Cory Farrell
Crystal Reinhart
Denice Abrami
Elie Portnoy
Fereshteh Zahedi

Helen Cattaneo
Iman Ali
John Kissane
Justin Kim
Karen Kendzierski
Larry Lipparelli
Lillian Jiang
Lissa Doty
Liz Breuilly
Melina Morris
Nora Mered

Richard Regino
Robin McMillan
Ruth Leal
Sandra Meza
Sharon Moyer
Shelly Firebaugh
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Angelo Florio
Denisse Castillo
Faiz Khwaja
Helena Batey
Ilma Rovcanin
Julia Gonzalez
Julia Ip
Kaitlin Ip

Lei Nguyen
Lorena Zhang
Lucy Zhou
Melissa Bowden
Merisa Rovcanin
Mia Fenner
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Brandon Salesberry Founder &
Principal Salesberry Group, LLC

Mark Donig
Natalie Oveyssi
Covington & Burling LLP



Photo: Miracle Messages team

In Memoriam

We would like to honor our unhoused friends who passed away this year. While they are no longer physically with us, they will always be in our hearts and memories.

Marlon Miramontes

Robert Faulkner

Unknown



Everyone
someone
someone



Miracle
Messages

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