GENESIS WORSHIP CENTER | COMMUNITY DEVELOPMENT

WEBSITE VERSION

Fresh Start Academy & New Beginnings

Year-to-Date Program Report

January 1 – September 30, 2026

44

CLIENTS SERVED

Genesis Worship Center | Oakland, California

October 2026

EXECUTIVE SUMMARY

Stable housing, practical support, measurable results

Fresh Start Academy and New Beginnings provide housing and wraparound support to men and women returning home from incarceration. Results below cover 44 clients served from January 1 through September 30, 2026 (38 Fresh Start Academy, 6 New Beginnings).

95.45%
No recorded qualifying post-admission rearrest
42 of 44 clients served

32
Clients with paid work documented
72.7% of 44; 16 reported new work

26
Clients with a completed self-sufficiency milestone
59.1% of 44

9
Permanently housed at program exit
90% of 10 program exits

354
Documented one-on-one sessions
824 weekly case-note entries

79%
Last lived in Alameda County
26 of 33 prior-residence surveys

What these results show

- **Public safety.** Two of 44 clients had a recorded qualifying rearrest after admission (4.55%). The other 42 had none.
- **Housing.** Ten clients exited the program. Nine secured permanent housing (8 Fresh Start Academy, 1 New Beginnings). The tenth, a New Beginnings client, remains engaged in senior-housing navigation.
- **Work and independence.** 32 clients had paid work documented, and 26 completed at least one self-sufficiency milestone, such as school enrollment, licensing, transportation, health care or financial goals.
- **Where clients came from.** 58% of clients (19 of 33 surveyed) came from the street, jail or a shelter. Eleven came from the street or a vehicle.
- **Client experience.** All 22 clients who completed the September survey said the program made them less likely to commit crime, and 21 of 22 said it helped keep them from jail or prison.

About this data. Genesis collects client-level data in its own case-management system, built on Salesforce, and through participant surveys. Every figure in this report comes from those program records and surveys, covering January 1 through September 30, 2026.

Value to the community. Housing paired with consistent support costs substantially less than incarceration. Each client who builds stability and avoids a return to custody represents savings to the public.

WHO WE ARE

Our mission, vision and standard of service

Our mission

To provide housing and wraparound support that help formerly incarcerated individuals achieve self-sufficiency, employment and permanent housing. We work to reduce recidivism and build safer communities.

Our vision

To restore lives and rebuild futures by providing men and women returning home with safe housing, meaningful employment, and the life skills to become fully self-sufficient.

From reentry to stability. From stability to contribution. From contribution to leadership.

The CREATE philosophy: our standard of service

C — **Compassion**
We meet every person with dignity and empathy.

R — **Responsiveness**
We reply promptly and follow through.

E — **Education**
We equip residents, Probation, staff, community partners and ourselves with the information and guidance needed to make informed decisions, and we commit to continual learning.

A — **Accountability**
We own our commitments, our outcomes and our mistakes.

T — **Transformation**
We support meaningful, lasting change in the people and communities we serve.

E — **Excellence**
We hold every detail of our work to the highest standard.

CREATE in everyday practice

- Reviewed at the start of every staff meeting
- Referenced in our decision-making
- Reflected in how we serve residents, partner with Probation and engage the broader community
- Not a slogan, but the standard we hold ourselves to in every interaction, every document and every outcome
- Expected to be memorized by every employee and applied to every interaction with our residents, community partners and Probation

OUR VISION | COMMUNITY PARTNERSHIP

Partners and history

From reentry to stability, contribution and community leadership

Alameda County Probation
Trusted partner in reentry

UCC lending partners
Church Building & Loan Fund and Cornerstone Fund

Alameda County
Community investment

City of Oakland
Local partnership and advocacy

From vision to housing

2017 **Apartment predevelopment begins.** Genesis began the predevelopment phase to convert church space into apartments.

2019–20 **Joint private financing.** UCC Church Building & Loan Fund and UCC Cornerstone Fund jointly financed the conversion of church space into 12 apartment units.

2021 **Fresh Start Academy launches,** bringing former Chief Probation Officer Wendy Still's vision for reentry housing to life.

2023 **New Beginnings expands housing access.** Genesis purchased 2705 Ritchie Street and launched New Beginnings to provide needed housing for people with a Penal Code section 290 registration requirement.

5

Years of service, 2021–2026
April 24, 2021 through April 24, 2026. Genesis Worship Center celebrated five years since the launch of its apartments and reentry housing program.

Genesis thanks the City of Oakland, Supervisor Nate Miley, the Alameda County Board of Supervisors, the Alameda County Probation Department, New Way Homes, UCC Church Building & Loan Fund, UCC Cornerstone Fund and Envision Housing for their key roles in making this housing possible.

PROGRAM OUTCOMES

Who we serve

Program participation and client status, with capacity and availability

Client status	Fresh Start	New Beginnings	Total
Active	19	4	23
Successfully completed	8	2	10
Participant quit	3	0	3
Expelled	4	0	4
Aftercare	1	0	1
Program expiration	1	0	1
Deceased	1	0	1
Other administrative closure	1	0	1
Total clients	**38**	**6**	**44**

One enrollment status per client. Of the 10 completions, 9 exited to permanent housing. Status reflects the August 31 baseline plus confirmed September updates.

Capacity and availability (as of September 30, 2026)

44
Clients served year to date
Includes earlier-year admissions

0
On the wait-list
As of September 30, 2026

1
Opening at New Beginnings
As of September 30, 2026

Full
Fresh Start Academy at capacity
As of September 30, 2026

Wait-list and capacity status reflect the September 30, 2026 snapshot.

PROGRAM REACH | PRIOR RESIDENCE SURVEY

Where clients lived before entering the program

Client-reported prior residence and Alameda County Supervisorial District, from 33 survey forms completed September 21–24, 2026. Each form counted once; no names or identifying information shown.

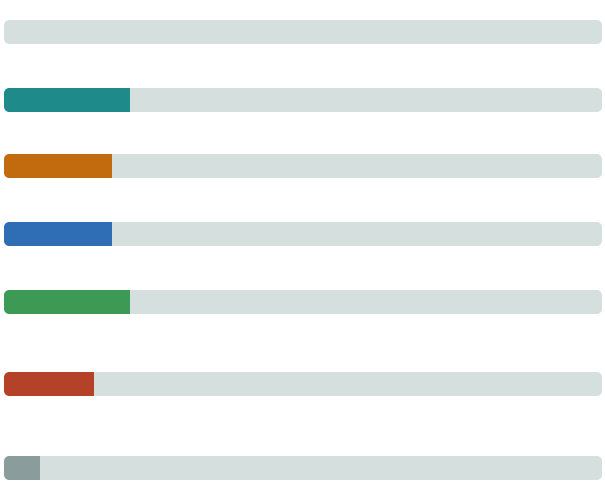
Why this information matters. It shows the program's geographic reach across Alameda County's five Supervisorial Districts and beyond; shows the living situations clients were leaving, including the street, jail, shelter and family settings; and gives the community direct, client-reported information on who the program serves.

79%
Last lived in Alameda County
26 of 33

58%
Came from the street, jail or a shelter
19 of 33

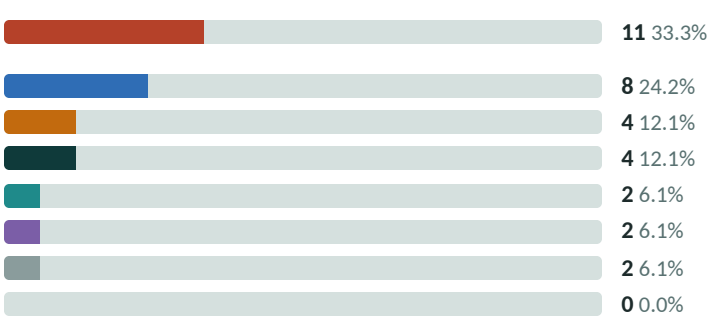
6
Up to 6 (18%) reported a correctional setting
4 jail + 2 checked both Street and Jail

By Supervisorial District



Percentages are of 33 forms. Districts 2 and 5 were highest with 7 each; Districts 3 and 4 had 6 each. No client reported District 1.

By type of residence immediately before entry



Eleven street/vehicle responses include 2 clients who also wrote "Car" under Other. No client came from housing of their own. Source: prior-residence survey forms, September 2026.

PROGRAM OUTCOMES

Housing outcomes

10 clients exited the program; 9 secured permanent housing

9

Permanently housed at exit

8 Fresh Start Academy · 1 New Beginnings

1

Exited without permanent housing

New Beginnings client; senior-housing applications continue

Permanent housing is a concrete transition from program housing to independent living. One New Beginnings client exited without permanent housing after staff helped him apply to multiple senior-housing programs; he remains engaged in post-exit housing navigation and hopes to secure permanent senior housing by December 2026.

8 Fresh Start Academy clients

Permanent housing represents a concrete transition from program housing to independent living.

1 New Beginnings client

Secured permanent housing after program exit.

1 continuing housing case

Staff continue senior-housing applications and navigation after program exit.

Self-sufficiency

Clients with at least one completed milestone, of 44 client records



Completed steps include school enrollment and training, licensing (including a Class A license), transportation, health care appointments and financial goals — practical progress toward independent living.

Practical barriers addressed

Completed steps include transportation, licensing, health care and financial goals.

Education and skills

School enrollment and training milestones support clients' next steps toward independence.

Year-to-date progress

Newly documented achievements include a Class A license, transportation access and health appointments.

Employment and earned income

Clients with paid work documented, of 44 client records (16 reported new work)



Clients earned income through security, construction, other jobs and self-employment. Case management supports applications, interviews, training, transportation and work-related needs.

16 clients reported new work

Documented paid work includes jobs, construction, security and self-employment.

Preparation for opportunity

Case management supports applications, interviews, training, transportation and work-related needs.

Income and independence

Clients are building work experience while pursuing employment and financial goals.

PUBLIC SAFETY & REENTRY

Public safety

42 of 44 clients had no recorded qualifying post-admission rearrest

95.45%

No recorded qualifying post-admission rearrest

42 of 44 clients served

4.55%

Recorded rearrest rate

2 of 44 clients

Excludes pre-admission arrests and previously scheduled sentences.

Housing paired with consistent support

Stable housing, weekly case management and practical assistance support clients as they rebuild their lives and work toward a crime-free future.

> **Clients credit the program with helping them avoid crime.** All 22 respondents to the September 2026 survey said the program made them less likely to commit crime. 21 of 22 said it helped keep them from jail or prison; one left that item blank.

Recorded rearrests: 2025 and 2026

Period	Rate	Basis
January–August 2025	3.70%	2 new arrests / 54 clients served
2026 year to date	4.55%	2 clients re-arrested / 44 clients served

Two recorded arrests in each reporting population; the percentages differ because the numbers served differ. Additional history from the November 2025 AB 109 report: January–October 2025, 2 new arrests among 58 served (3.45%); 2024 through year-to-date 2025 combined, 6 returns to incarceration among 110 served (5.5% as reported; this is not a 2025-only rate).

What outside research shows about housing plus services

- **Denver randomized trial (Urban Institute, 2021):** 40% fewer arrests over three years among people offered supportive housing and intensive services.
- **Ohio evaluation (Urban Institute, 2012):** 27.3% rearrested with supportive housing versus 37.3% in the comparison group over one year.
- **Los Angeles Just in Reach (HUD Cityscape, 2023):** 56% had no qualifying return to jail over two years after housing and intensive support.

Studies examine similar approaches; populations, definitions and follow-up periods differ. Our results reflect our own program records.

PUBLIC VALUE

The value of investing in reentry housing

Housing paired with consistent support is a sound public investment

> **Investing in reentry housing saves public money.** Housing and wraparound support for people returning from incarceration costs substantially less than incarceration. Every client who builds stability, finds work and avoids a return to custody represents savings to taxpayers and a safer community.

The 9 permanent-housing placements, 32 clients with paid work and 95.45% with no recorded rearrest in this report are the outcomes that make that case. Housing is only the starting point; the daily support behind it includes:

- Safe, stable housing with 24/7 staffing
- Weekly case management and individualized care plans
- Food support and mentoring
- Employment and housing navigation, referrals and reentry support

Outside research points the same way. In a Denver randomized trial, people offered supportive housing and intensive services had 40% fewer arrests over three years (Urban Institute, 2021).

SUPPORT PROVIDED

Practical support delivered

354
Documented one-on-one sessions
Distinct sessions; repeated mentions counted once

824
Weekly case-note entries
Documenting client progress and services

22
Clients completed the September survey
Responses summarized under Client voices

Food and barrier-removal support

Clients receive food assistance for daily needs and practical help removing barriers to independence — transportation, licensing, health care appointments, education and training, and financial goals. Recent achievements include a Class A license, transportation access and health appointments.

Client support and reach

Year-to-date outcome	Fresh Start	New Beginnings	Combined
Clients served	38	6	44
Permanent housing at exit	8	1	9

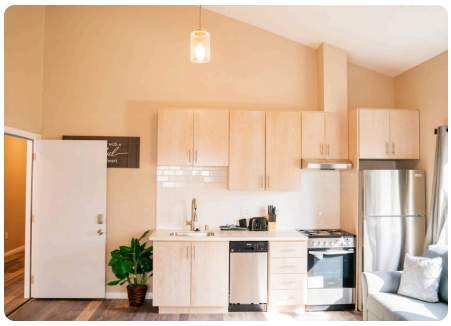
OUR HOUSING ENVIRONMENT

A welcoming place to rebuild

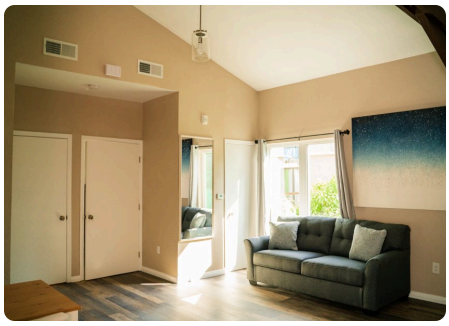
Fresh Start Academy: furnished apartment interiors and practical amenities



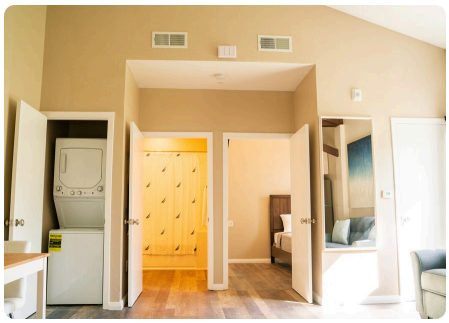
Apartment kitchenette



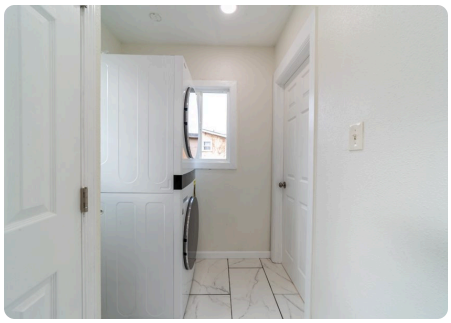
Kitchen and everyday living space



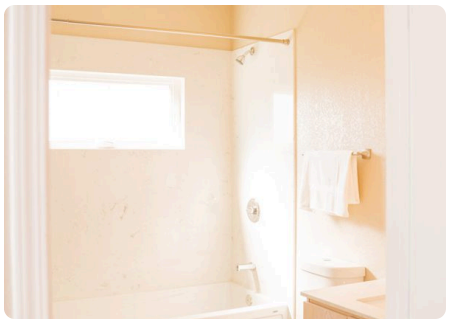
Living space



In-unit laundry and living space



Laundry



Bathroom facilities

Stable housing provides the foundation for individualized support and progress. Amenities give clients a place to manage daily needs while working toward self-sufficiency.

OUR HOUSING ENVIRONMENT

New Beginnings: a place to start again

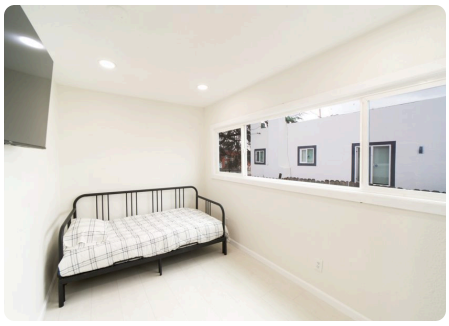
Program housing at 2705 Ritchie Street, Oakland



New Beginnings house



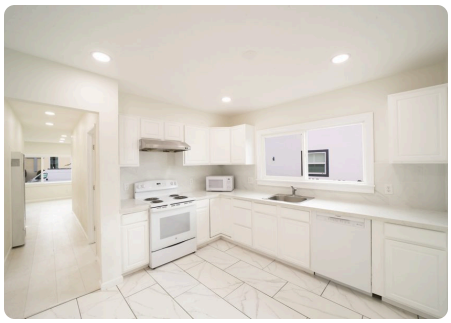
Shared living room



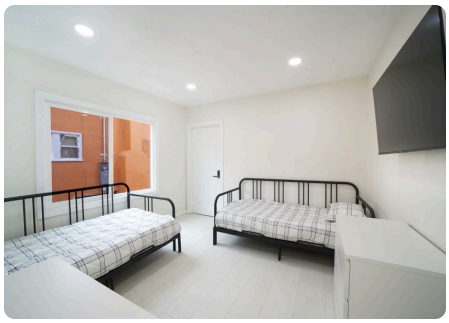
Furnished bedroom



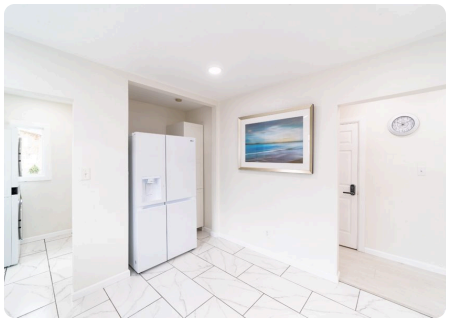
Shared living space



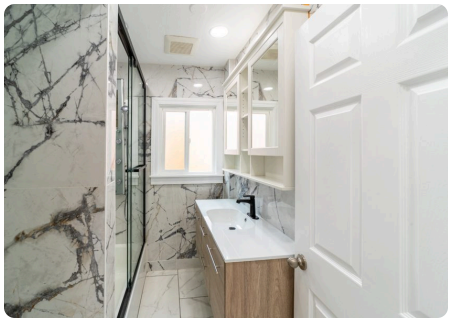
Kitchen



Furnished bedroom



Kitchen and hallway



Bathroom

Stable, furnished living environments support daily routines, self-sufficiency, employment and the pathway to permanent housing. Housing and wraparound support work together throughout the reentry journey.

OUR APPROACH

How we work

Every client begins with intake and an individualized evaluation

1 Intake
Welcome the client and identify immediate needs.

2 Evaluation
Assess strengths, goals already met and barriers.

3 Case management
Build a Client Care Plan and individualized SMART goals.

4 Self-sufficiency
Address ID, documents, transport, phone and essential needs.

5 Employment
Job readiness and employment; CORE and partner referrals.

6 Housing
Budget, save, search, apply and prepare to move.

Exit goal: clients secure permanent housing before leaving. Weekly case management continues throughout.

SMART goals guide weekly client progress

We establish multiple individualized goals across self-sufficiency, employment and housing. Case managers review progress with clients weekly, update goals as needs change, and track Care Plans and outcomes in Salesforce. Goals are **S**pecific (a clear action or outcome), **M**easurable (a way to track progress), **A**chievable (realistic with the right support), **R**elevant (aligned with the client's needs) and **T**ime-bound (a target completion date).

Self-sufficiency
Mental-health, substance-use, medical, dental and record-expungement referrals.

Employment
Job-readiness and employment support; referrals to CORE and other partner agencies.

Housing
Goals support housing readiness and the transition to permanent housing.

This structured, weekly approach supports the client progress and outcomes documented in this report.

SYSTEM DESIGN | CLIENT-CENTERED REENTRY

Designed for reentry, built around client care

A custom Salesforce system developed by Bishop George Matthews for Genesis Worship Center

18 months of development and fine-tuning
Bishop Matthews drew on his employment experience at Hewlett-Packard, Salesforce and Kaiser Permanente, together with his work as a hospice pastor, to develop a structured approach to reentry case management.

Adapting care-planning practices to reentry
His experience with Kaiser's Epic-based approach to care plans, documentation and reporting informed the design. Genesis applies those care-planning principles through custom Salesforce tools for client services, progress tracking and program reporting.

Built-in Client Care Plans
Case managers maintain each client's care plan directly in Salesforce.

Built-in SMART goals
Specific, Measurable, Achievable, Relevant and Time-bound.

Client weekly notes
Case managers document weekly progress, services and follow-up in Salesforce.

Client outcomes and reporting
Track client data and outcomes, measure progress and prepare program reports.

Custom Genesis tools built on Salesforce; care-planning inspiration does not imply Kaiser or Epic affiliation or endorsement.

One system for coordinated client care

Salesforce connects staff communication, client records, meetings and reporting.

Built into Salesforce

- **Salesforce Chatter:** case managers communicate with staff and coordinate client follow-up.
- **Centralized file management:** client documents, weekly notes, Care Plans and SMART goals in one system.
- **Client–case manager meetings:** document meetings, progress, next steps and follow-up needs.
- **Data tracking and reporting:** track services, client outcomes and progress toward goals.

Additional ways it can support care

- **Continuity of care:** shared client history supports smoother staff handoffs.
- **Clearer accountability:** Care Plans and SMART goals clarify follow-up priorities.
- **Earlier identification of needs:** reviewing progress helps surface unresolved barriers.
- **Less fragmented documentation:** central records reduce reliance on separate paper files.
- **Easier County reporting:** organized records make supporting details easier to retrieve.
- **Continuous program improvement:** outcome patterns help identify where support is needed.

Genesis reports increased productivity, stronger staff communication and a greater ability to serve clients.

CLIENT EXPERIENCE

Client voices

September 2026 client survey: 22 respondents

95.5% Helped keep me from jail or prison	**100%** Less likely to commit crime	**90.9%** No need to commit crime to survive
100% Staying away from drugs and alcohol	**100%** Getting along better with family	**100%** Believe my future will be better
100% Helps me make better choices	**100%** Stress and worries are less heavy	**100%** Case managers guide me positively
100% Can talk openly with staff	**100%** People here care about me	**100%** Grateful for Alameda County

Program quality (average rating, 5-point scale)

4.7 Housing needs met	**4.8** Housing clean and well kept	**5.0** Food is good and helpful	**4.9** I feel safe in the program

Percentages show Yes + Sometimes responses out of 22 forms. Housing needs rating uses 21 valid responses. Clients' written comments describe the program as helping them make better choices, feel safe, reduce stress and remain hopeful.

In their own words

All written comments from the September 2026 client survey.

"This is the best program I've been in. It is 100 times better than the [redacted]. I am very appreciative of the program, and I will be moving out in two months. I was able to save money, and I was able to reunite with my family since I am now drug free. Bishop Matthews was tough on me at first, but he gave me another chance."

"This program has saved my life. I am deeply grateful to all who have had something to do with it. Recommend it and its staff wholeheartedly to anyone who may be in need of transitioning housing."

"(1) If it wasn't for this program I would not be in college. (2) If it wasn't for being here I'd more than likely be back behind bars. This place has encouraged me not to look back; in fact, it has encouraged me to move forward in the right direction. I'm going to college full time to be a drug and alcohol counselor, and I'm driving a brand new car and working part time at the college. This place has given me the opportunity to be self-efficient and sufficient, and it has shown me how to pay bills and be a productive member of society."

"I honestly am grateful for this program. Not only did it take me out of a hostile environment, but it gives me peace of mind and the ability to plan for my future. I would definitely recommend this program for those who need it."

"I started school and [am] looking forward to starting a brand new life. The Bishop was really helpful with everything and even took care of anything I needed, including my school fees. Thank you for everything."

"This program helped me out with my kids and having a good job, and it helped me from going to jail and keep me from doing crime. For real, thanks to the program."

"This program helped me to be self sufficient. I'm learning how to be responsible, and I couldn't do it without the support of Genesis Worship Center."

"The year I lived here put me in a better position to be a better person. I'm a success story. I [...] moving into permanent housing next month for my newborn and me."

"This has been the assistance and mentorship I have been seeking for years. It has been helpful, and I have peace finally."

"Thanks to Fresh Start I was able to make a dentist appointment, buy clothes, get a new ID, plus a safe place to sleep."

"Great program, helps me a lot. Nice to be able to talk to people who listen and understand. The Safeway card helps a lot with food and gas to get to work, and a safe place for me to rest my head."

"This program really helps me with my mental well-being. This program is really keeping me out of trouble, and I appreciate every staff and thank them for their hard work."

"Peace of mind knowing I'm in a safe environment, not worried about my belongings, able to cook and care for myself properly."

"I appreciate all the help, from food to having somewhere to sleep and being able to check my emails (wifi), and the Clipper card that really helps a lot."

"The program has helped with clothes assistance. Also helping stay focused towards saving for housing and the steps to be successful."

"I like the food. I like the community. [I like] the people here. [I like] the support that they give me. I like this place better than the other housing program; it is clean, and they seem to really care what I go through."

"The program here is great. Helps me with all of my needs and resources, and they help in a timely manner that I really appreciate. This is a great opportunity."

"I don't go without food or warm baths or clothes. I'm very thankful."

"Thank you. I have hope to do better in life and will be better."

"This program really helped me a lot."

"Great place to be."

"Thank you Genesis and Probation."

"(Translated from Spanish) The program treats me very [well]. I have no problems with them. They are very good people."

"(Next to "I feel like I have Case Managers here who guide me in a good way") Yep – Caleb is cool."

"(Next to the same question, on another survey) Excellent case management here."

"(Next to "I feel like I can talk to staff here and say how I really feel") All the time."

Transcribed from clients' handwritten comments with spelling and punctuation lightly corrected. An ellipsis (…) marks omitted or unclear words; square brackets mark words added for clarity; the name of another program has been blacked out.

NEXT STEPS

Areas of focus: next quarter

Q4 2026 | Building on year-to-date progress

Strengthen case manager roles

Clarify responsibilities, expectations and accountability for consistent client support.

Weekly training and supervision

Hands-on training and supervision to strengthen service quality and follow-through.

Deeper client needs assessment

Assess needs at intake and throughout the program to connect clients with the right support.

Expand County partnerships

Strengthen connections with housing, employment, legal and record-expungement resources.

Sustain and grow our capacity

Build the partnerships and support needed to keep serving more people returning home.

Reporting notes: how we measure results

Period and coverage	January 1–September 30, 2026. Includes available September weeks 1–3; remaining September records will be added at month-end.
Client outcomes	Counts are unique clients within each category and may overlap. Self-sufficiency means one achieved milestone; employment means paid work during YTD; permanently housed means exited to permanent housing.
Service counts	354 distinct documented one-on-one sessions and 824 weekly note entries. Repeated mentions of the same meeting count once.
Public-safety measures	2 clients with qualifying rearrests ÷ 44 clients served × 100 = 4.55%. Pre-admission arrests and scheduled sentences are excluded. Outside research findings keep their own definitions and periods.
Survey measures	Client survey: Yes + Sometimes out of 22 forms. Prior-residence survey: 33 forms, September 21–24, 2026, each counted once.
Data sources	Salesforce client records, case notes, enrollment histories and surveys.

Contact

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