



First To Serve



First To Serve – A Broad Overview

- Founded 2002 with a mission to provide comprehensive support for individuals experiencing homelessness. First To Serve continually develops partnerships with local, state, and federal resources to extend services to underserved communities.
- We offer connection to substance abuse services, increase income through education, employment and connection to public income sources. We strive to reintegrate individuals into the community.
- Primarily serve individuals experiencing homelessness, including those with mental health conditions, substance use disorders, and justice-involved backgrounds.
- We served, 3000+ non duplicate clients in the last year with LAHSA being largest funder. The total number of permanently housed guests in 2024 was 528, not including our clients housed through our housing programs.





Innovative Approaches

Restorative Justice

Foster **healing** and **accountability** within the community.

Community Model

Emphasizes **collective support and engagement**, helping individuals build **long-term stability**.

Clinical Department

Higher-level care transfers and providing oversight for **higher-acuity cases**.



Support from the City & Residents:

Allyship to **reduce stigma** against people experiencing homelessness.

Volunteer or **in-kind contributions** (e.g., legal services, hair cuts, dental services, specific donations).

Easily navigated mental health services.



Making RFP/Contracting Easier:

Provide clearer
scoring criteria and
feedback to
applicants.

The speed at which
contracts are
executed.