



2021

IMPACT REPORT



“ One of the best things you can do to contribute to our community is help the people who are the most marginalized and who have the least amount of opportunity. That might not seem like an obvious thing. But the more you help the people at the bottom, the more you’re helping everybody. Because everybody is responsible for that person at the bottom, whether they’re aware of it or not, and it’s not just economics, either. Human beings are not inclined to ignore one another’s suffering, and whether we outwardly ignore it or not, it’s there. ”

- Amy King, Pallet Founder and CEO

VISION

A world where no one goes unsheltered.

MISSION

To unlock possibilities by building people-first restorative communities.

PALLET BY THE NUMBERS

34
VILLAGES
IN 2021

1,343
CABINS
IN 2021

56
VILLAGES
TOTAL
*as of December 2021

1,864
CABINS
TOTAL
*as of December 2021

80% OF PALLET
EMPLOYEES
HAVE LIVED EXPERIENCE

HOMELESSNESS IS A CRISIS

In 2021 dozens of cities and nonprofit organizations chose compassion when they partnered with Pallet to build a shelter village in their community to address unsheltered homelessness. The decision meant thousands of people now have a dignified option and an opportunity to transform their lives while working towards moving into permanent housing. We are addressing the homeless crisis with speed, at scale. Pallet's workforce model is integral to our success. We utilize our employees personal experience with homelessness to create solutions to a growing crisis.

**UNSHeltered HOMELESSNESS
IS UP 30% SINCE 2015**

Homelessness is a [crisis](#) and we're meeting the need fast and at scale. According to the Department of Housing and Urban Development (HUD) 580,466 people – about 18 of every 10,000 people in the United States – are experiencing homelessness across the United States. For the first time since data collection began, more people experiencing homelessness were unsheltered, meaning they stayed on the street — in abandoned buildings, or other places unfit for human habitation — than were sheltered. The longer people live outside the more likely they'll experience adverse health conditions.

No one should go unsheltered when a Pallet shelter village can be built in a day. We ultimately want to see unhoused people move into permanent housing but the streets can't be a waiting room. Permanent supportive housing can take years to become permitted, funded and built. We are building transitional villages to help folks stabilize so when a spot opens up they are ready and will be successful.



THE PALLET MODEL

Village:

Pallet shelter villages provide the dignity and security of private units within a community. Our sleeping cabins have a locking door, windows that open and close, storage for belongings, shelving, personal climate control, electrical outlets, and fire safety tools. Village residents have access to bathrooms, showers and laundry. An on-site care management team provides **social services** such as case management, housing navigation, job assistance, and more. These services are crucial in helping people transition to permanent housing.



Employment:

Pallet is a **second chance** friendly employer. We believe potential, not history, defines people's futures. We hire people who have been homeless, are in recovery, and/or were previously incarcerated. They have incredible survival tactics, resilience, and intelligence because of the challenges they've faced in life. Their lived experience is vital in helping us design and build restorative communities. Pallet is a supportive workplace where people are encouraged to grow personally and professionally. Everyone earns a livable wage, health benefits, and has access to manufacturing training, life skills training, and personal support services.

THE PALLET IMPACT

In 2021 more cities decided to take a new approach to addressing unsheltered homelessness. We built 34 new villages, with 1,343 cabins. Some of those cabins are single occupancy while others are for partners and families. Pallet shelters villages are now in four additional states — Colorado, Tennessee, Arkansas and Wisconsin. Pallet is now offering bathroom units, which provide safe, private, sanitary restroom facilities at a fraction of the price of traditional bathroom structures.

We also added more employees to our workforce. As demand has increased, we hired more manufacturing specialists and expanded our community development team. We continue to hire people with lived experience which ensures our products continue to meet the needs of the unhoused community.

34 NEW
VILLAGES

1,334 NEW
CABINS

42 NEW
HIRES



RESIDENT IMPACT

Pallet shelter villages are a place where people experiencing homelessness can stabilize then move onto permanent housing. It's an important step when people are transitioning from life on the street.

JOHN



The tiny homes facility offered me opportunity to just like get my head together and the beautiful part of it was that I didn't have to get up and go to roll call. I didn't have to, you know, of course there's rules in anything you do, but it allowed me the space and the time to do it at my pace.

John moved into Chandler Tiny Home Village in 2021 after being unhoused for five years. Today he's in his own apartment and working as a forklift operator. He connected with the job through Chandler's service provider, Hope of the Valley.

On the day he moved into an apartment, he was overcome with emotion. It was a moment he'd been looking forward to for some time. John is one of many people who have been able to leave a Pallet shelter village with the keys to a place of their own.

Having his own dignified space to regroup, versus sharing an open one with others, was crucial for John to move onto the next step in life. All of our sleeping cabins have a locking door which provides security. It allows residents a chance to get a full night's rest without the worries of being asked to move.

EMPLOYEE IMPACT

A gap in one's work history needs no explanation at Pallet because we believe potential, not the past, defines people's futures. Nearly one in three Americans have a criminal record, including a minor criminal charge such as a misdemeanor or an arrest without conviction. This can create a lifetime of barriers that limit a person's ability to re-enter the workforce. We give everyone a chance and encourage other employers to do the same.

AJ



You're human just like me. Made mistakes just like me. I made different ones. That doesn't make you better than me. It just means you tripped over different rocks than I did. It just means my rock was a lot bigger.

For more than a year, [A.J.](#) has worked on the Pallet team as a manufacturing specialist. He has an abundance of energy, is adventurous, and doesn't shy away from a challenge. He embraces difficulty and uses it to better himself. When A.J. is building shelters for people experiencing homelessness, he's most likely listening to a self-help book. One of his favorites is Jen Sincero's "You Are a Badass: How to Stop Doubting Your Greatness and Start Living an Awesome Life." Diving into the self-help genre is part of his overall effort to make life changes. A therapist is also guiding him with this effort.

A.J. enjoys his role at Pallet and says his coworkers are like family – in part because there's an immediate understanding of the path that led him here. Because he works with many others with a similar background, he doesn't have to hide his past struggles or worry about becoming an outcast.



COMMUNITY SPOTLIGHT

ARROYO SECO

LOCATION:
HIGHLAND PARK
NEIGHBORHOOD IN
LOS ANGELES, CA

OPENING DATE:
SEPTEMBER 2021

SERVICE PROVIDER:
HOPE OF THE VALLEY
RESCUE MISSION

SIZE:
117 SHELTERS

POPULATION SERVED:
LOCAL UNHOUSED
NEIGHBORS



From brightly colored butterflies and flowers to geometric designs, a Pallet shelter village called Arroyo Seco is eye-catching, thanks to dozens of local artists.

"I believe murals are the only art form that breaks social class," said Shak Smart, a muralist who added his artistic touch to some of the shelters.

The village is on the edge of Arroyo Seco Park, a nearly seven-acre recreation and play area in the east area of Los Angeles. There are 117 cabins, making it one of the largest villages we've built across the country. Residents stay in a dignified shelter with a locking door, windows, personal climate control, and electric outlets to power personal devices. Residents are provided bathrooms, on-site laundry, and water bottle filling stations. Hope of the Valley Rescue Mission is the service provider at the site. They provide meals and an array of social services, including case management, housing navigation, mental health services, and job training and placement. All of our villages are considered interim housing. It serves as an important stepping stone between living inside and moving into permanent housing.

COMMUNITY SPOTLIGHT

BURLINGTON

LOCATION:
BURLINGTON, WA

OPENING DATE:
JANUARY 2021

SIZE:
37 SHELTERS, BATHROOM

SERVICE PROVIDER:
SKAGIT FRIENDSHIP
HOUSE

POPULATION SERVED:
LOCAL UNHOUSED
NEIGHBORS AND FAMILIES



[Skagit First Step Center](#) has 38 Pallet shelters serving as a low barrier option to bring people inside. Three of the shelters are ADA-accessible. Friendship House, a nonprofit organization focused on transforming a person's crisis situation into an opportunity for empowerment and self-sufficiency, will provide 24/7 site management at Skagit First Step Center's shelter village. The goal is to get program participants stabilized then moved into permanent housing. While staying in the Pallet shelters, residents will have access to mental health and substance use support, employment services, medical visits, meals, and transportation. In addition, each shelter has a locking door, electricity, climate control, foldable beds, and more. The site also features a pilot of Pallet's communal bathrooms and showers.

Several of the shelters are set aside for overnight emergency shelter. Local law enforcement are able to bring people in that are sleeping outdoors who need immediate help.

This shelter village is the result of a community effort zeroing in on finding an additional way to address homelessness — an issue that can often seem insurmountable. Skagit County, a few neighboring cities, and private individuals collectively contributed more than \$500,000 of funding to the project.

COMMUNITY SPOTLIGHT

SAN JOSE

LOCATION:
SAN JOSE, CA

OPENING DATE:
JANUARY 2021

SIZE:
25 SHELTERS, 400 SQUARE
FOOT COMMUNITY ROOM

SERVICE PROVIDER:
AMIGOS DE GUADALUPE
CENTER FOR JUSTICE
AND EMPOWERMENT

POPULATION SERVED:
LOCAL UNHOUSED
FAMILIES



The opening of [Casitas de Esperanza](#), or “Homes of Hope,” in San Jose is one way the county is addressing the needs of unhoused people. The site has 25 of our 100 square foot Pallet shelters for families experiencing homelessness. The shelters are equipped with folding beds, storage, windows, and heat and air conditioning. It’s a dignified option for people living on the margins. Showers, bathrooms, and a community room are also on-site for residents to share. The site is managed by Amigos de Guadalupe Center for Justice and Empowerment.

Among the families who moved in were a couple who were evicted from their home after losing their jobs. They bought an old RV with savings, but it started breaking down. They were able to move into one of the shelters with their two daughters and are on their way to stability.

Each individual Pallet shelter is connected to electricity to power residents’ personal devices, lights, and the heating/cooling unit. Casitas de Esperanza is unique because it uses renewable energy captured by a BoxPower microgrid. The system utilizes solar panels, batteries, and a generator which are all incorporated in and on top of a shipping container. This option saved the county approximately \$600,000 compared to the utility company’s initial quote to power the community.



JOSH

Several years ago, Josh was sleeping in his car in the back of a store parking lot. Today he maintains a full-time job here at Pallet, has mended fractured personal relationships, and tries to lead by example.

"If you told me almost eight years ago when I got clean, that this is where my life would be, I would not have believed you," Josh shared. "I wouldn't believe you, that I have been with the company for almost four years. I wouldn't believe you, that a woman is head over heels for me and wants to marry me."

Josh is grateful for being able to shift the direction of his life. As a second chance employer, his arrest record and past with substance use didn't matter to Pallet. He had construction skills and a strong desire to be a part of an unsheltered homelessness solution. He was one of the first people to join the Pallet team. Josh works in the factory, constructing shelter panels that we ship out to various cities across the country. Building shelter for people experiencing homelessness is personal because he was homeless for five years.

"The past four years have been the best thing in my life. I wouldn't change any of this because I'm building shelter for people that don't have one," Josh said. "We're doing what we're talking about. We're trying to get everybody off the street, and that's all I care about."



JJ

Since J.J. began working at Pallet in the spring of 2020, he's become an integral part of the team. In a short time, he was promoted from manufacturing specialist to production supervisor. His leadership skills and genuine desire to help others made him a natural fit for the position. The role is more than just making sure everyone is working safely and efficiently.

J.J. is a native of the Pacific Northwest who worked in construction and R.V. assembly before joining Pallet. At one point, he supervised a team of 16 people. J.J. described Pallet as an environment unlike others he's worked in: a family he didn't know he had. His outgoing personality has helped him easily bond with co-workers. Like many of them, he's experienced childhood trauma, homelessness and is in recovery.

He understands who they are and what they need. They can count on him even outside business hours, "They're my brothers, and they're my sisters. There's nothing I won't do for them. I don't care if they call me at one o'clock in the morning and I don't have to be up for an hour and a half. And they say, 'I'm struggling.' I got those calls. 'Bro, where you at? I'll be there in a minute.'"



In 2022 we hope to expand the number of shelter beds offered in cities across the country. With each new village opening we get closer to our vision of ending unsheltered homelessness.

