



at Raphael House



DEAR FRIENDS,

In this newsletter you will read about the services we provided to 205 families last year. The newest service is Sophia House in West Oakland. Carol Cole, our Children's Program Director, writes about the first year of services for children, describing the daycare and after-school events which make Sophia House a very safe and special place.

Our other article is a concise and informative year-end report for all the services for Raphael House families between August 1, 2001 and July 31, 2002.

It has been quite a year!

We own our buildings. The retrofit was finished a year ago. Terrorists attacked and a roller coaster economy caused strain everywhere. Foundations and donors are affected. The dot-com bust was particularly dramatic around here.

Even with staff attrition and cuts, Raphael House was able to grow services slightly (through Sophia House) while shrinking our operating budget by two hundred thousand dollars (from \$2 million to \$1.8 million). This is possible in part by dedicated salaried staff like Carol Cole and David Barlow, who live at Sophia House, and — with a cadre of volunteers — put in hundreds of hours on their “off” time to build more services for children in need.

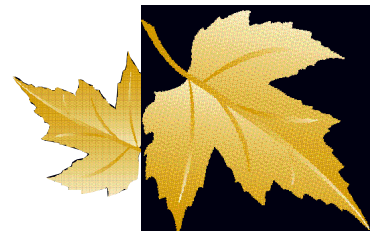
I hope you enjoy reading this report. We enjoyed doing everything you read about in these pages.

Thank you so much for helping to make all of this possible.

Sincerely,

Fr. David Lowell

Fr. David Lowell
Executive Director



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by Carol Cole and
David Barlow,
Sophia House Directors

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VISIT OUR WEBSITE AT
WWW.RAPHAELHOUSE.ORG

PROGRAM REPORT: AUGUST 1, 2001 – JULY 31, 2002



PROGRAM ACTIVITIES, OUTINGS, FESTIVALS

Our programs have been active. Those served in our Residential Shelter Program are outlined in the table at the end of this report. The Children's Program provided its steady service through the evening children's program activities, along with the after school, daycare and Sophia House programs. The After School Program served up to 25 children per day, while the Daycare Programs in San Francisco and Oakland served up to 16 children and their families. Carol Cole, Children's Program Director, taught weekly Child Development classes for residential families focusing on children's special relationships at various life stages with their parents, people and nature. Ongoing discussions include such topics as "tantrums and acting out."

Other AfterCare Program activities included ongoing budgeting and housing resource

workshops for current and former resident parents, along with computer classes and tutoring sessions. In October an AfterCare Open House was hosted with the goal of connecting or reconnecting with our former resident families – 124 people attended and were treated to rooftop games, storytelling, and face painting for the children. There were drawings for prizes, family photos were taken and delicious food was served. Along with Adopt-A-Family and the 4th of July Picnic (which had 265 in attendance this year), the Open House is one of the major single-event contact points with AfterCare families. In November, the AfterCare Program staff distributed Thanksgiving food boxes to 85 AfterCare families to cook their turkey dinners at home.

While providing day-to-day support and educational activities, the AfterCare staff organized the Adopt-A-Family Holiday Program – in which

families received gifts of their choice and holiday food, all through the generosity of donors and volunteers. Adopt-A-Family continues to be one of the most rewarding and successful events at Raphael House, this year culminating in 136 special meetings between families and donors. As a result, Christmas remained a time of celebration for those who might otherwise let this special time pass, or worse, who might stretch their finances in an attempt to preserve the holiday spirit for their children, and jeopardize their housing in the process. Adopt-A-Family also provides a valuable opportunity for the AfterCare staff to make their relationships with our families even stronger.

October also saw the unveiling of the 16th Annual Children's Art Exhibit adorning the walls of the first floor of the shelter. Always a joy for everyone to view throughout the year, it is a delight for the child artists to see their work honored and to receive ribbons (they all get one) and art supplies.

Also in October there were two births, in addition to three other newborn babies living at Raphael House. Three baby showers were hosted in our Residential Shelter Program for the new mothers and children.

Preceding the Halloween party, Children's Program staff members took eight children from the house on a field trip to a pumpkin patch on the coast south of San Francisco. The pumpkins are then used as decoration for the Halloween Festival — a safe and thoroughly enjoyable evening of colorful costumes, games, cupcakes, and of course, Raphael House community fun. Illuminated by new rooftop lighting, and a wonderful harvest full moon, the evening was so well organized that while the children were receiving their stuffed toy goslings during the annual visit from Mother Goose, volunteers had completely cleaned up the roof.

Sharing the harvest-time abundance that Raphael House receives through the generosity of

the Holy Gleaners, a fresh food give-away was held once a week last summer as a way to distribute fresh fruits and vegetables to AfterCare families free of charge. Supplemented by canned and dry goods from the San Francisco Food Bank, our "Farmer's Market" continued to offer additional nutrition to Raphael House AfterCare families throughout the year.

During the Thanksgiving school holiday, 15 children went on an ice skating field trip. On Thanksgiving Day we had our traditional three seatings — serving our neighborhood seniors, some AfterCare families, and our residential families and staff. Thanksgiving is our biggest volunteer day of the year — approximately 80 people volunteered — including former resident families.

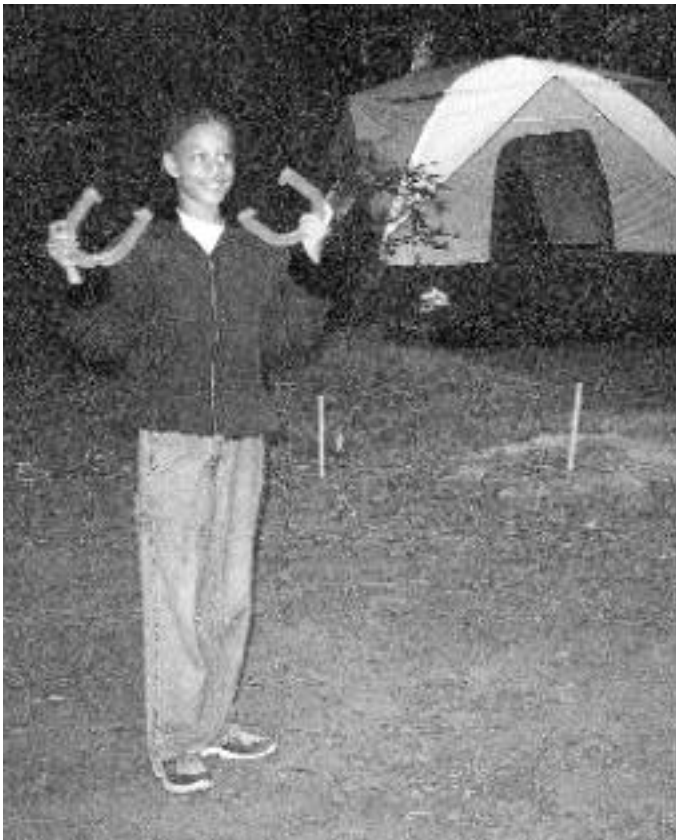
The Christmas festivities start early in December with the first Advent Sunday celebration, and are followed by craft activities, baking and special children's events. Our resident parents were once again able to breathe a sigh of relief at Christmas, thanks to Santa's Workshop, a one-stop, self-help gift center where they could fulfill their children's holiday wishes. Carol Cole transformed the basement craft room into a wonderland filled with toys and games appropriate for Raphael House families. Parents select three gifts for each of their children, wrap them, and then wait until Christmas morning. When all are gathered around him, Santa calls each child by name and hands the gifts out — to the delight of all. Throughout the month of December during evening activity times, parents also participate by making Christmas stockings for each of their children.

December field trip destinations included the Exploratorium, Beach House, ice-skating and a day trip to Año Nuevo. The older children enjoyed several field trips during their "off-school" time. In the words of Terri DiMartini, Children's After-School Coordinator, *"The field trip to Año Nuevo*

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(from page 3) Island was one of great joy for both the children and the staff. We took a very early morning drive (before sunrise!) down Highway 1 to Año Nuevo, and from there we enjoyed a hike along the beach to see the Elephant Seals — massive 3,000-7,000 pound creatures. The children were fascinated! After a hike back to the van, we stopped off for lunch and capped off the day with seven children sleeping soundly all the way back to San Francisco.”

The Children’s Program hosted two Easter Egg Hunts this year — one at Sophia House for families living in the East Bay, and one at Raphael House for our San Francisco families. In addition, 24 baskets were placed outside the bedroom doors of our residential children, greeting the end of their slumber with special treats. The baskets for AfterCare and residential children alike contained a chocolate rabbit, lots of candy, a stuffed animal, bubbles and a book. In addition, the residential baskets contained small toys. Joanna Mannion,



Children’s Program evening staff played the part of the Easter Bunny (costume and all).

Other activities included our regular evening children’s program, the weekly residential house meeting and family activity, our Christmas play, and St. Valentine’s and St. Patrick’s Day parties. In addition, we celebrate the children’s birthdays in the daycare, after school program, at Sophia House and in our residential dining room. Each venue has a special way of celebrating the special days of our children, but there are always presents and a lot of personal attention. Little compares to seeing a four-year-old’s face light up with a smile when he sees his birthday cake being brought to him, lit with candles, and the whole dining room is singing!

Confirming the new practice of sending birthday cards to our former resident parents — as many as 13 in a month — some folks say that the Raphael House birthday card is the only one they received this year.

EAST BAY – SOPHIA HOUSE – PROGRAM EXPANSION

Headed by the husband and wife team of Raphael House Children’s Program Director, Carol Cole and David Barlow, the combined programs at Sophia House serve 30 children and their families each month. This new, dynamic non-profit began in August 2001 as a partnership with Raphael House and serves our AfterCare families who live in the East Bay.

Sophia House provides early childhood education, childcare, respite care, arts programs, child development classes, family support and festival celebrations within the following programs:

- LICENSED FAMILY DAYCARE — operates from 6:30 a.m. to 6:00 p.m., Monday through Friday during the school year, serves three meals and two snacks
- BEFORE AND AFTER SCHOOL CARE — Monday through Friday during the school year: breakfast and homework assistance

- WEEKEND RESPITE CARE — Children from the same family stay at Sophia House over the weekend, giving both children and parents a needed break
- SATURDAY ART ACTIVITIES — art activities to prepare for seasonal celebrations
- WEEKEND RECREATION/CULTURAL ACTIVITIES — outings to museums, plays, concerts, and hikes and picnics at least monthly.

SOME FAMILY ACCOMPLISHMENTS

As an example of some family accomplishments, the month of February included four families placed in stable housing, as well as procuring full-time employment for two parents — at a hospital, and a high-end retail store. AfterCare families were also quite prominent in their success. Four former resident mothers are now employed in social service agencies in San Francisco, and attended our quarterly social service luncheon; it was a delight to welcome them as peers! Another AfterCare mother recently received her CNA (certified nursing assistant) certificate, with an award for best clinical performance.

CHALLENGES AMIDST SUCCESS

We started out this fiscal year with a break-even budget. Utilizing conservative income estimates based on diminishment of income over the past 18 months, in its mid-year budget review our Board revised the budget to project a \$300,000 deficit. Our unaudited year-end Income and Expense Statement shows that we had a deficit of \$180,000 for the year ended July, 31 2002.

Simply put, Raphael House is encountering economic challenges for three reasons. The first is that our capital campaign took money away from our annual fund. The second reason is that some charitable giving was diverted from local concerns to September 11 relief efforts this past fall and winter. Thirdly, our income has been down because of the weak economy. For all these reasons, our annual operating income has decreased.



At the same time, we have had unprecedented success with the completion of our capital campaign and our annual gala income this year. The capital campaign goal of raising \$3 million was reached in 19 months. We received more gala income this fiscal year than in any other. On the program side, we had the unparalleled success of placing 85 percent of families in stable housing this year, while also helping to launch a new non-profit partner — Sophia House in West Oakland. This was all accomplished with fewer staff, as a result of a hiring freeze since the January 2002 Board budget review.

Yet even in the face of all these achievements, our diminished budget situation remains a challenge. Initial responses have been to increase fundraising efforts, while reducing staff and other costs. Fortunately, funds were put aside at the end of fiscal year 2000-2001 and specifically earmarked for possible deficit years anticipated as a result of our capital campaign. If all of these factors do not prove sufficient over time, our Board will enact further cost reductions. It is important to note that in the face of these challenges and though we have fewer people to carry out our programs, we are not reducing the services that we offer.

RESIDENTIAL, AFTER CARE AND CHILDREN'S ACTIVITIES (unduplicated per activity or program)

	# ACTIVITIES	# PEOPLE	# CHILDREN	# FAMILIES
ONGOING PROGRAMS AND SERVICES				
After School Program (San Francisco)	150 days	--	25	13
Sophia Project (W. Oakland) Respite Care	56 nights	--	8	16
Sophia Project (W. Oakland) Weekend Activities	24 days	--	16	7
Sophia Project (W. Oakland) Daycare	150 days	--	8	4
Raphael House Daycare	150 days	--	7	7
AfterCare supplemental assistance*	2,426	687	469	173
FIELD TRIPS FOR RESIDENTIAL AND AFTER CARE CHILDREN AND FAMILIES				
Marine World	1	49	32	11
Water World	2	307	228	92
Calvary Church-Sponsored	4	30	19	8
Ice Skating	2	23	23	--
Beach House	18	--	15	9
Pumpkin Patch	1	8	8	--
Año Nuevo	1	7	7	--
Exploratorium	3	22	17	--
Nutcracker Ballet	1	25	15	--
San Francisco Zoo	1	7	5	1
Discovery Museum	1	7	5	2
Golden Gate Park	1	7	5	2
ACTIVITIES & WORKSHOPS				
Free Farmer's Market	13	--	--	23
Food Co-op	5	--	--	13
Child Development Classes - Residential	21	--	--	--
Computer Class	ongoing	8	--	8
Women's Groups – Spanish & English	ongoing	8	--	8
Section 8 Voucher Preparation for subsidized housing	5	--	--	5
Tax Return Preparation	3	--	--	3
Understanding Teens: Workshop for Parents	1	5	--	5
EVENTS & HOLIDAY ACTIVITIES				
Back to School Give-Away (SF and W. Oakland)	2		132	56
AfterCare Open House	1	124	74	46
Adopt-A-Family	--	532	340	136
Halloween Festival	1	--	68	25
Thanksgiving Food Boxes	--	224	127	85
16th Annual Children's Art Exhibit	1	--	65	--
Thanksgiving Dinners hosted at Raphael House-seniors	3 dinners	195	--	--
Christmas Brunch-seniors	1 seating	60	--	--
St. Patrick's Day Party	1	50	28	18
Easter Egg Hunts (SF and W. Oakland)	2	135	99	31
Valentine's Day Parties	3	63	41	--
4th of July Picnic in Golden Gate Park	1	265	--	--
Overnight camp (CYO and Girl Scout)	3	65	65	
Day Camp	1	3	3	

* Typical AfterCare assistances includes providing financial assistance, rental assistance, school supplies and fast passes. Also, approximately 15 AfterCare families are hosted for dinner at Raphael House each month.

YEAR-END PROGRAM STATISTICS: AUGUST 2001 THROUGH JULY 2002

	UNDUPLICATED TOTALS*	%	SHELTER	%	AFTERCARE	%
PEOPLE SERVED						
TOTAL INDIVIDUALS	780		116		742	
Adults	258	33%	50	43%	244	33%
Children	522	67%	66	57%	498	67%
FAMILIES	205		40		192	
FAMILY COMPOSITION						
Single mothers	171	83%	30	75%	164	85%
Single fathers	5	2%	0	0%	5	3%
Couple	27	13%	9	23%	21	11%
Other	3	1%	1	3%	2	1%

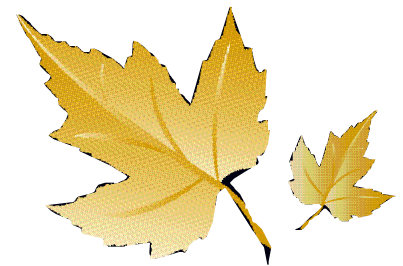
AVERAGE LENGTH OF STAY IN OUR RESIDENTIAL SHELTER PROGRAM: 107 DAYS
 RESIDENTIAL FAMILIES MOVED TO STABLE HOUSING: 85%
 AFTERCARE FAMILIES IN STABLE HOUSING: 95%

ORIGINAL CAUSE OF HOMELESSNESS PER FAMILY	F	AMILY
DOMESTIC VIOLENCE	19	48%
DANGEROUS LIVING SITUATION	2	5%
JOB LOSS	2	5%
ASKED TO MOVE OUT	7	18%
SUBSTANCE ABUSE	1	3%
RELOCATION	4	10%
MENTAL ILLNESS	2	5%
OTHER	3	8%

VOLUNTEERS	# PEOPLE	HOURS
VENUE		
LIVE-IN VOLUNTEERS	3	
WEEKLY AND REGULAR	60	
THANKSGIVING	80	
CHRISTMAS BRUNCH	60	
CORPORATE CHEFS	512	
ADOPT-A-FAMILY	680	
TOTAL	1,392	8,023

AGE		
HEAD OF HOUSEHOLD		
18-25	8	20%
26-40	21	53%
41-60	11	28%
CHILDREN		
0-2	24	36%
3-6	26	39%
7-10	8	12%
11-15	5	8%
15-18	3	5%

* If a family moves from Residential and into AfterCare during the year, they are only counted once in unduplicated totals.



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SOPHIA HOUSE REPORT

BY CAROL COLE AND DAVID BARLOW, SOPHIA HOUSE DIRECTORS

NOURISHING AND PROTECTING THE LIGHT WITHIN EACH CHILD

Serving children and families at risk for recurring homelessness through early childhood education, childcare, respite care, arts programs, child development classes, family support and festival celebrations.



ILLUSTRATION BY SHARRY WRIGHT

Thanks to the generous care and support of many people, we have just completed a truly wonderful first year.

In July of 2001 we completed nine months of renovations to our house in West Oakland, the interns moved in, and we began our first year of programs. One year later we are looking back on a year of hard work filled with grace, and we are poised to begin the year ahead with every program expanded and full. Our children and families arrive wounded and traumatized from domestic violence, abuse, emotional and mental instability, violent surroundings, cramped living situations and difficult pasts. They struggle daily with fear and poverty.



They all have been homeless. We are grateful for all that has been made possible by the support of so many and we wish to share with you a taste of the healing and growth that has taken place.

DAYCARE

The children arrive each morning between 6:30 and 7:00. After breakfast we begin our day of activities. The children develop and learn through living life together in an environment of beauty, order and harmony. They play, bake, garden, paint, sing, help with the cooking, listen and are listened to, look at books, dance, draw and help clean up. When outside time is over they wash (in warm water everyday, for some an uncommon comfort and luxury), listen to a story and eat their main meal of the day, a warm nutritious lunch. Then they all go to their cot, remarkably happy to have their own blanket, the toy they have chosen to sleep with, a book read to them and a cozy nap before the afternoon activities begin.

When one of our four-year-old boys first came to Sophia House he was a whirlwind of fists, hitting other children many times a day. He has experienced much violence in his short life. But now a whole week can go by without even so much as a push. His face is calm now, no longer hard and tight. Still, he will need some time to make this newfound way of being his own. One day while

playing with the ducks in the water he looked up and quietly said, *"I'm a good boy now."* *"Yes, you are a good boy."* We meet in a smile, it has been a long journey; he goes back to his play, singing softly to himself. All of the children have their story of finding the safety and nourishment they need to get on with the profound tasks of early childhood.

BEFORE AND AFTER SCHOOL PROGRAM

Older siblings join us for breakfast in the mornings and return to Sophia House after school. Every morning we check their backpacks to see that they have everything they need for the day, dress for the weather and we walk them to school. After school, about 2 PM, a co-worker is waiting to pick them up and listen with interest as the children tell about their day. Then it is snack, homework with tutoring, story or artistic activity and outside play before they are picked up at about 6 PM. Regular attendance, nutritious food, daily help with homework, supported parental participation at school and needed school supplies has meant improved schoolwork and a much more positive school experience. The children feel they are OK, they belong. It has been a struggle to establish a gentle rhythmical daily routine; it is not what they have known. Once established, rhythm brings many rewards, including chaos coming to order.

One child, age seven, wrote a story that begins with her walk from Sophia House to school. *"The birds fly so happy in the sky and the sky is blue so blue and the sun is bright. I am on my way to school. I have in my backpack my pencils, my homework, my sharpener, my books and my eraser and that is in my backpack..."*

RESPIRE CARE

Every other weekend, children from families needing a break from the stress of their lives come to spend the weekend with us. These children (all former residents of Raphael House) are not a part of the daily programs at Sophia House. The children experience the rhythm of dinner at a big table, baths, stories and bedtime. Of course they



also enjoy the games, outings and artistic activity. In addition to providing care on a more one-time basis we have several families for whom we provide regular respite care. These are families living with chronic high stress. For these children coming to Sophia House it is like an old-fashioned visit to grandma's. They bound up the stairs, choose their bed, find their doll or toy, make sure all their favorite things are still there, check on the growth of the plants they worked with last time in the garden and settle into a deliciously predictable weekend. As one child remarked with amazement to her friends, *"at Sophia House everyone always waits with you at dinner until you are finished."*

One night after dinner Jamie sighs, *"you are never going to move, right?"* Jamie needs sustained relationships so that she can grow into the glorious person she, and every child, has the potential to be. She needs this touchstone in an otherwise chaotic life.

FAMILY SUPPORT

Sophia House and Raphael House work collaboratively in all the programs serving the children and families. It is in family support that the unique effectiveness of this collaboration is

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(from page 9) perhaps most clearly observable. Family support covers many aspects of life; effective family support takes place within a genuine human relationship. Our daily contact with the mothers and children provides the opportunity to build sustainable, healing relationships that can address both the outer needs resulting from poverty and also begin to heal the inner poverty, which is so disabling for our families. Inner poverty, a lack of inner resources, results from a lack of community and of relationship, a lack of soul enriching experiences and of experiences in nature and art, a lack of self esteem and inner order and an inability to honor what is whole and good in themselves and in others. An important part of our work is to build up and fill this self-image through genuine relationship, experience and skill building. One essential way in which we do this is through our lives together, through living with an awareness of the importance of ennobling everyday life. Through seeing each person in his or her wholeness we are able to have an inspiring picture of what each of us, every child and adult, can be. We are able to work together toward becoming whole.

One mother of children in the daycare program worked hard and passed her state exam to become a certified nursing assistant. She feels very good about her accomplishment and can now find much better paid work. This was possible because Raphael House offered her transportation costs, book fees and support for her family while she took her required courses. At Sophia House we tutored her three times a week, accompanied her struggle, offered encouragement and a firm belief that she could do it, even in English, her second language. One evening as we were studying and her children were being cared for downstairs long after everyone had left, this mother looked up and said, *"Everyone is helping, we do it together."* She was suddenly struck by what it can mean to be a community. We all rejoiced together when she passed her exam.

THE NEIGHBORHOOD

From the very beginning the neighborhood children have been a part of Sophia House. They come to play inside and outside on weekends and on as many evenings as we have the strength to watch them and play with them. They love to pick a small bunch of flowers from the garden, learn to make a puppet, paint or just play with the "cool" toys.

One day the eight-year-old boy who lives next door was on our step. "My mom told me to come over here to be safe," he said. We went next door to see what was happening. No one was home so we returned to our house. Hours later he saw his dad walking down the street and he ran to him. His dad listened to his son looked up at us and gave us a world-weary wave. The child's mother has not returned. Understandably the child does not smile very often. So it is great to see him beaming when he comes over to build play things with one of our interns, Paul, his favorite big pal.

One afternoon as we were leaving, a little girl came to the gate from across the street, *"When you come home can we do that thing when everyone sits at the table real quiet and sing and we all get a cup and napkin?"* That 'thing' is snack time. Her little face is so hopeful. It is little enough to ask.

We wish to thank all of our Raphael House donors and friends for making it possible to say yes to so many faces filled with hope and so many faces with just a trace of hope beginning to return.

PLEASE SAVE THE DATE

Our **31ST ANNIVERSARY GALA** will be held
on **WEDNESDAY, MAY 21ST**
at the **RITZ-CARLTON, SAN FRANCISCO**

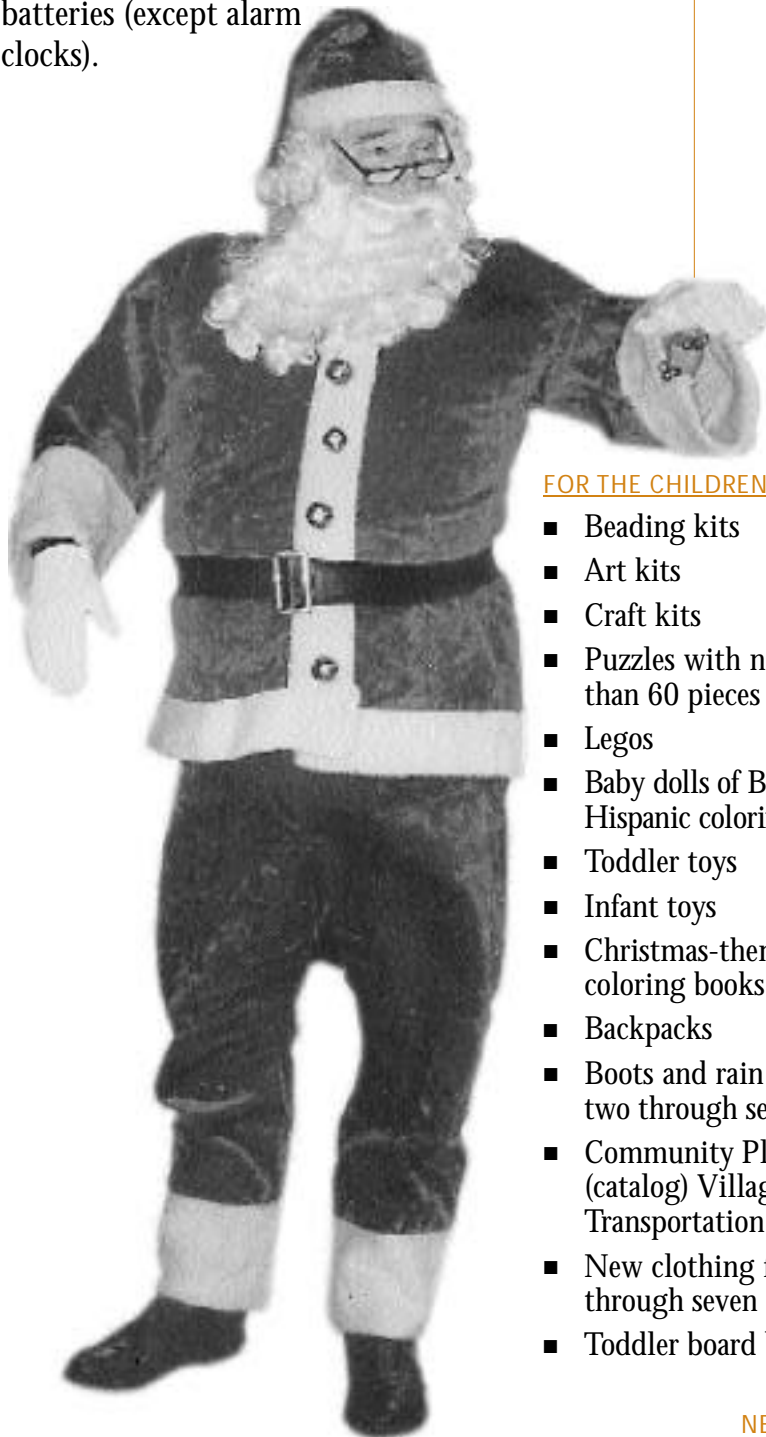
For further information please call
CAROL FIELD AT (415) 345-7265



HOLIDAY 2002 NEEDS LIST

FOR HALLOWEEN 2002, we would greatly appreciate “friendly” (nothing scary) toddler and pre-school Halloween costumes. If they are the re-usable kind, all the better.

PLEASE: No toy weapons, no compact discs, video games or computer games. Nothing that needs batteries (except alarm clocks).



LABELING: If you have Holiday donations, please drop them off at the front desk labeled “HOLIDAY WISHLIST” or “HALLOWEEN.”

On behalf of the Raphael House families, thank you very much.



FOR THE CHILDREN

- Beading kits
- Art kits
- Craft kits
- Puzzles with no more than 60 pieces
- Legos
- Baby dolls of Black, Asian and Hispanic coloring
- Toddler toys
- Infant toys
- Christmas-themed coloring books
- Backpacks
- Boots and rain coats for ages two through seven
- Community Playthings (catalog) Village Transportation toys
- New clothing for ages birth through seven
- Toddler board books

FOR THE CHILDREN, CONT'D

- Picture books with children of color in them
- Board games for ages three through seven
- Adult and children's books in Spanish

FOR MOM AND DAD

- New alarm clocks
- New calendar planners and pens
- Clothing store certificates
Ross, Mervyn's, Old Navy, Gap
- Shoe store certificates
Payless, Shoe Pavilion
- Family first aid kits
- New bathrobes and slippers
- Shaving kits for men
- New men's electric shavers
- Movie theater gift certificates

MOVING FAMILIES FROM CRISIS TO COMMUNITY

at Raphael House

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San Francisco, CA 94109-5817

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JOIN US FOR A RAPHAEL HOUSE TRADITION

ON THURSDAY NOVEMBER 7, 2002
FROM 5:30 TO 7:30 P.M.

The **17TH ANNUAL CHILDREN'S ART SHOW** and
an **EXHIBIT OF FAMILY PHOTOS** from the past year
taken by volunteer Anne Dowie.

A presentation by Children's Program Director Carol Cole
on "**CHILDREN, ART AND HEALING** " at 6:15 p.m.

TOURS will be available throughout the evening.

Wine and hors d'oeuvres generously provided by the **HILTON SAN FRANCISCO**

PLEASE RSVP TO 415.474.4621

