



at Raphael House



inside this issue

A CELEBRATION!!

The Raphael House

30th Anniversary Gala at

THE RITZ-CARLTON GRAND BALLROOM
DANCING, AUCTIONS, BENEFIT DRAWING!

2

AGENTS OF CHANGE

*"... staff members, volunteers
and supporters who work
side-by-side... find their own lives
changed in surprising ways."*

3

PROFILES IN GENEROSITY

Why do you give to Raphael House?

8

DEAR FRIENDS,

When Ella Rigney, at age 84, was given the job of creating our present Raphael House, she already knew the power of volunteers. Starting in 1927 she "built from scratch" the public relations and volunteer services that would later be known as the American Cancer Society. She herself was a volunteer in Vista, and a volunteer again in the Christian Brotherhood that founded Raphael House. She knew Raphael House would touch not only the lives of homeless families, but also the lives of everyone who gives.

In our newsletters, we usually like to share stories about the successes of our families; but over the past year we have been hearing a different "success" theme. It seems that more and more people who donate their time and money to Raphael House want to tell us how their involvement with Raphael House has inspired their own lives. These anecdotes weave a wonderful, and sometimes a very touching, story. As we celebrate Raphael House's 30th anniversary, we are dedicating this newsletter to you, the community of guardians without whom Raphael House would not exist.

In the pages that follow, you will read stories about some of our full-time staff, several long-time volunteers and a member of the live-in community. As we gathered these stories, we grew more curious about why it is that people donate their own precious resources – time, money and enthusiastic commitment – to Raphael House. So we asked some of them; and you will see their responses under the section called "Profiles in Generosity."

But there are so many others whose stories we could not fit into this limited space. For example, our Thrift Store volunteers who are as reliable as our friendly postman; or the man who, each month, brings a two-dollar contribution to Raphael House; the group of neighborhood seniors who for 20 years made up Grandmother's Cupboard, crafting hand-made gifts all year long and then selling them at Christmas with proceeds coming to Raphael House; and the numerous corporations who routinely participate in Corporate Chefs Night. We also enjoy the support of church and synagogue groups; and a surprising number of former residents who feel compelled to reciprocate some of the goodwill they, themselves, received when life dealt them a harsh blow.

(cont'd on 2)

And while there are in our community those who are feeling the impact of the current economic slowdown, many have remained dedicated to Raphael House. For example, a few years ago the dot.com startups were being criticized locally for not caring about the community around them – but that wasn't our experience. We had a lot of dot.commers coming regularly to cook dinner for the families, and more recently we have had a lot of unemployed dot.commers coming back to volunteer.

In keeping with Mrs. Rigney's original vision, Raphael House is a small agency with a big impact. Mrs. Rigney believed families in crisis need an environment that is stable, calm, orderly and dependable. She wanted to create a "home," and she did.

The core of Raphael House's stability – the single-most significant factor that sets us apart from other family shelters and crisis centers – has always been our small live-in religious community, who are on-site and on-call 24 hours per day. In addition, we have had 57 live-in interns since 1991.

It doesn't seem that long ago that Elaine and I were married in the chapel here, or that our children were born here – even though they are

now as tall as we are. Raising my family at Raphael House isn't simply a quirk of fate; it is our commitment to the vision and quality of Raphael House.

As you read the following stories about staff members and the community of benefactors and volunteers whose lives have been inspired by their association with Raphael House, know that your story belongs here, too.

Thank you for being a member of the Raphael House community.

Sincerely,

Fr. David Lowell

Fr. David Lowell

Fr. David Lowell has been the Executive Director of Raphael House since 1991. He is a priest in the Orthodox Church in America and is affiliated with Holy Trinity Cathedral in San Francisco, on Green Street at Van Ness.

RAPHAEL HOUSE BENEFIT GALA



THURSDAY, MAY 9TH

THE RITZ-CARLTON
GRAND BALLROOM

600 Stockton Street, San Francisco

CHAMPAGNE RECEPTION at 6:30 pm

DINNER at 7:30 pm

Dance to the swinging sounds of *Napata & The Kisses*
TICKETS: \$190 (or \$150 for those under age 35)

BLACK-TIE

LIVE AUCTION: HOSTED BY NARSAI DAVID: Gourmet meals prepared in your home by celebrity chefs.

SILENT AUCTION: Serene spa days, gleaming golf clubs, stylish antiques, shopping sprees, premium wines, techno gadgets and top sporting events.

BENEFIT DRAWING:

"Escape to Paradise" — A luxury vacation on Hawaii's Big Island.



PLEASE CONTACT CAROL FIELD, 415-345-7265,
FOR MORE INFORMATION ABOUT THE GALA OR BENEFIT DRAWING.

AGENTS OF CHANGE

Raphael House has always worked to help struggling families “change” their lives; but it is always fascinating to learn that other people — staff members, volunteers and supporters who work side-by-side committed to “moving families from crisis to community” — find their own lives changed in surprising ways. As we celebrate our 30th anniversary, we thought you might like to read some of their stories.

DEBBIE DEGUTIS, VOLUNTEER

For Debbie Degutis, Raphael House turned out to be the second of two unexpected windfalls. Debbie is a San Francisco marketing professional with a string of high-tech and computer-related jobs on her résumé. Seven years ago, her company unexpectedly gave her a large bonus. Debbie put half the money in the bank, then looked around for a way to use the other half. Some of it wound up going to Raphael House—with Debbie in tow.

Debbie had read about the shelter and its Christmas “Adopt-a-Family” program in the newspaper. “*So I did the whole thing with the kids at Christmas,*” she says “*and it was an incredible experience. It kind of blossomed from there.*” She worked in the Raphael House kitchen, helped out on special projects, chaired the Gala committee in 2001, and is now on the public relations committee, finding ways to publicize Raphael House’s thirtieth anniversary.

“*Raphael House is such a warm place, it’s an easy place to volunteer for,*” says Debbie. “*The people are nice, and everyone you work for is incredibly grateful. Every time I do something for Raphael House, I get a thank-you note. It’s amazing to me that they can take time from all the other things they do to write me a note—even though they see me every other week.*”

For the shelter, Debbie is a rare find: a talented volunteer with time to give. But she feels the privilege works both ways. “*I have an incredibly supportive husband and a nice house, so my life is good,*” says Debbie. “*At Raphael House, we have women who aren’t that lucky, and every time I’m*



there, I realize how fortunate I am. I feel I’m volunteering more for me than for them. I get more out of it than they’ll ever understand.”

KATHLEEN CONLOGUE, DAY CARE HEAD TEACHER AND LIVE-IN-STAFF MEMBER

For an inside view of the workings of Raphael House, talk to Day Care Head Teacher Kathleen Conlogue, who has spent nearly twenty years living and working here. She came in 1979, and—with a few breaks—has been here ever since. Not only that, but she married fellow staffer Chris Conlogue in the Raphael House chapel, and their youngest daughter Juliana was born here.

(cont’d on 4)

Kathleen started at Raphael House working as a receptionist, bookkeeper, and treasurer, and spent seven years as an aide to Raphael House's legendary director, Ella Rigney. Says Kathleen: *"Mrs. Rigney really cared for the people we served, especially the children."*

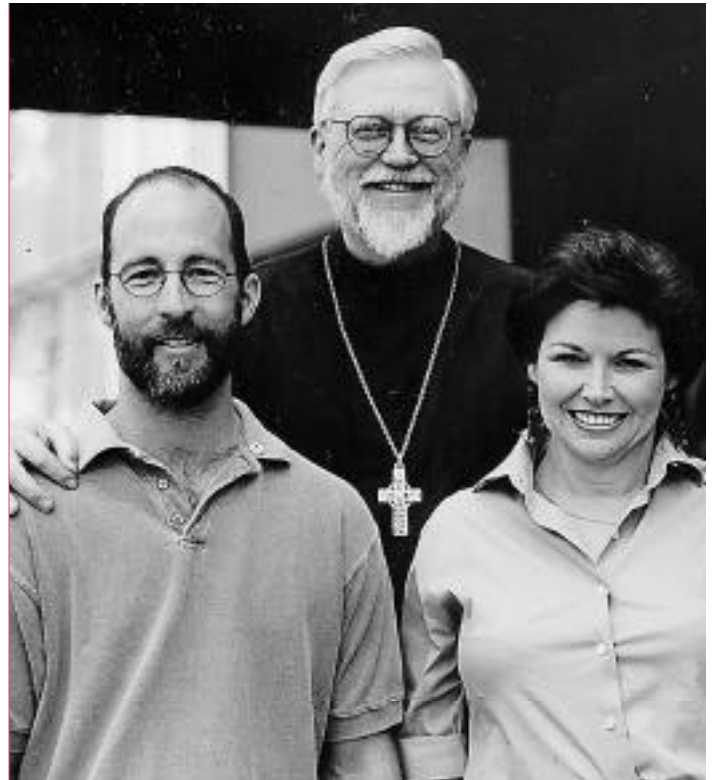
When you live and work at Raphael House, you're on call 24 hours a day, but it pays dividends. *"Having a live-in staff means a tremendous amount,"* says Kathleen. *"I love the fact that this is our home, and we are bringing people into our home. And Raphael House is loved and cared for in a way that it wouldn't be if we didn't live here."*

Kathleen is deeply happy with the direction her life has taken. "I've always wanted to be part of a community of service," she says. "I feel we're doing what Christ told us to do: feeding the hungry and clothing the naked."

PETER WRIGHT, PROGRAM DIRECTOR

"Working at Raphael House has helped me complete another life cycle," says program director Peter Wright. It's a statement that can be taken in several different ways. Prior to coming to Raphael House, Peter had been a counselor in a group home for troubled teens, earned a master's degree in clinical psychology and worked with survivors of political torture. Peter felt he had come full cycle, professionally, when one of the "at-risk" teenagers he worked with years ago came to Raphael House with her own children. But Peter mostly means that his five and a half years at the shelter have changed him in important ways. Says Peter: *"If you have good intentions and focused effort you can learn a lot – which I did."*

And he has used his new knowledge to improve the programs Raphael House provides to families in crisis. One major change on Peter's watch has



Peter Wright, Program Director; Fr. David Lowell, Executive Director;
Elaine Taylor, Board of Directors

been that families can now stay at the shelter for much longer periods. *"It went from an average stay of 45 days to a program where families can stay for up to six months,"* he says. These longer stays have themselves sparked change. Residents now participate in a rigorous multi-step educational program focused on budgeting and financial management, developing job skills, and enhancing parenting skills. At a time when housing costs continue to climb and welfare reform limits options, this is vital.

For Peter, developing programs aimed at helping families has been even more satisfying than his work with teenagers. *"I have the luxury of seeing the development of families that we serve. When you work with teens, it's like throwing drops of love into an ocean of need. But to see a family get housed, and the sense of pride that brings – it's a wonderful feeling."*

LITA BENTON, DIRECTOR, COMMUNITY INVESTOR SERVICES, CHARLES SCHWAB & CO., INC.

Trading stocks is a world away from homelessness, but that hasn't kept Charles Schwab & Co., Inc. from getting involved with Raphael House. Through its corporate foundation and volunteer programs, the famed San Francisco-based brokerage house is one of the shelter's most enthusiastic corporate sponsors.

Lita's job is to help channel her company's philanthropic contributions and volunteer time to many community organizations, but she admits she has a special place in her heart for Raphael House. With her colleague Janet Chapman, Schwab VP of Customer and Account Systems, Lita sits on the shelter's board. And she likes what Raphael House has to offer. *"Families are getting shelter, but they are also getting energized to pick themselves up and dust themselves off. What I like about Raphael House is the structure of the program and the discipline it encourages in the parents,"* says Lita. *"I like the whole empowering message I see exemplified there."*



Lita and other Schwab employees volunteer for the shelter's Day of Beauty, the Fourth of July picnic, the children's program, and other events. About Raphael House, Lita says simply, *"I've embraced it."*

She has also cooked for it.

Lita regularly volunteers for "Corporate Chefs" nights, where members of a company department plan a menu, then come to Raphael House at 2:30 pm to cook the meal and serve it to the residents. *"The person picking the menu has to choose something they feel comfortable cooking,"* says Lita. *"It's no time to try something you don't know how to make, like vichyssoise."*

Lita says her own menu is pretty standard. *"When I come to cook, they know it'll be baked chicken, string beans, mashed potatoes, biscuits, and chocolate chip cookies for dessert."* But even veteran cooks get surprised, and Lita remembers one dinner especially vividly.

"A bunch of us 'Schwabbies' were due to cook, but the stock market was going haywire that day, and people weren't able to leave the phones," she says. When she came to Raphael House, volunteer coordinator Carol Field informed her that the two of them would have to cook for the whole shelter. *"I said, 'Oh, my God!' And Carol said, 'Pull yourself*



(cont'd on 6)



together!’ We were running around that kitchen like Lucy and Ethel from ‘I Love Lucy.’ It was the funniest thing that ever happened to me. But together we got the job done!’

**TERRI DiMARTINI, AFTER SCHOOL PROGRAM
AND OUTINGS COORDINATOR**

Terri DiMartini will always remember the elephant seals. As Raphael House’s after-school program and outings coordinator, she took a group of the shelter’s children down to Año Nuevo State Park last January to see the blubbery behemoths. In fact, the trip down the coast reminded Terri how very urban most of the Raphael House children are. *“As we were driving, the kids thought it was cool to see cows and horses along the highway”* she says. One worried boy wanted to weigh the risks he was running by going beyond the city limits. *“Are there bobcats here?”* he asked. Terri, whose lively personality combines compassion and fun, assured him that he was in no danger from wild cats.

Pound for pound, the Año Nuevo trip was clearly Terri’s weightiest event, but it was just one of many field trips that she runs for Raphael House. Her repertoire includes visits to the Exploratorium

or to the ballet to see “The Nutcracker,” (which the kids usually take in with their moms). And there are also camping trips to the Catholic Youth Organization camp in Occidental – *“a beautiful place,”* says Terri.

Like seeing the elephant seals, going away to camp for 7 to 10 days is an experience very few of the shelter children have had before — and they love it, she says. To allay possible homesickness, Terri and the Raphael House staff write postcards to the kids while they’re away. *“It’s funny,”* she says. *“When they step off the bus, some of them are clutching the cards we sent. ‘You wrote us at camp!’* they say. *‘Nobody ever writes us!’”*

“I’ve found I love working with kids,” says Terri. *“And I think I’ve become a much more grateful person. I grew up with a house and a dog — and here are kids who’ve never had a home for more than six months. It’s been a blessing that they let me be a part of their lives.”*

**CAROL COLE,
DIRECTOR, CHILDREN’S PROGRAM, RAPHAEL HOUSE;
EXECUTIVE DIRECTOR, SOPHIA HOUSE**

In addition to being the Director of the Raphael House Children’s Program, Carol is the Founder and Executive Director of Sophia House in Oakland, a separately incorporated nonprofit that collaborates with Raphael House to provide children’s services to Raphael House families in the East Bay, primarily Oakland. *“Sophia House offers child care; child development; an art program, and respite care on weekends for parents who need a break,”* she says.

An educator and children’s advocate for nearly thirty years, Carol is soft-spoken but passionate when it comes to kids. And she is especially concerned about their early years.



“If a child doesn’t get what they need between the ages of one and three or four, you’ll have a very, very traumatized child,” she says. “It’s very hard to make up those years. No years are years to be lost but those are crucial.”

Says Carol: *“For young children, what we call ‘ennoblement of daily life’ is really important. Sitting down and singing a song, and going to bed, having stories before you go to sleep, celebrating festivals, being kind to the person next to you – everyday life is very, very important and special.*

The inner life of a child needs attention right away. By ‘inner life’ I mean that they are inwardly active, that they use their imaginations, take the toys and use them to make something they create themselves.”

Carol enjoys the children, but she also likes working with their parents. It’s a special moment when parents of three-year-olds understand that some moments can’t be rushed, for example. *“At times”, says Carol, “the child is making a connection*

with the planet – with wind, and water. And the parents realize it’s really important – and that it takes time to do. It’s little stuff, but it makes a complete difference in the life of a child.”

And has Raphael House changed her own life? *“I’ve been at Raphael House for five and a half years, so that’s a big question,” says Carol. She pauses thoughtfully for a moment, and then goes on.*

“I’ve had quite a lot of experience with children at risk, including extreme poverty. But our families here – though they are poor – are mainly lacking in the inner resources. And Raphael House is dedicated to also bolstering the inner life and inner resources of people — for people to see that they are related to all of humanity and all of Earth, and that they have to rely on, and access their own strength. For me, being at Raphael House has been a deepening of that.”





PROFILES IN GENEROSITY

WHY DO YOU GIVE TO RAPHAEL HOUSE?

In today's fast paced world, many of us do not take the time to reflect on what we have, what we have accomplished and how we can share the success of our lives. Raphael House came to my attention five years ago when I was 26, newly married and felt like I had everything I needed. It was then that I realized that not everyone is as lucky to be surrounded by the opportunities life has offered me. By offering my time to Raphael House, which has become so precious, I feel that I am able to offer what is most valuable to me. As the 2002 Gala Chair for Raphael House, I hope to bring awareness to a new generation of people who do not know how gratifying it can be to help those not as fortunate. Raphael House brings hope to those who need it and a sense of satisfaction

to those who can help the residents achieve their life goals. Thank you for letting me be a part of this incredible and inspiring program.

CLAUDIA ROSS, 2002 Gala Chair

We were fortunate enough to be given a tour of Raphael House when we visited San Francisco in November and were impressed with the lovely facilities, the competence and friendliness of the staff and volunteers we met, and the smiles on the faces of the children and parents we saw. We are happy to support the great work of Raphael House.

BETH WOLFE

It is the personal connection to the work of helping people solve their very real problems of homelessness and personal issues that draws me to Raphael House. There is always a way to work with the staff and families to find a way to help. My husband (who is an artist) and I get so much pleasure from creating cards for you to use to thank your donors. It is a way for us to share something we enjoy with others. We love the way the staff adds a special quote to go with the images on each card. I have had the privilege to participate in the Corporate Chefs program and to take photographs at different events. We have also found great joy in being able to donate to specific program needs such as summer camp, the capital fund to buy the buildings, holidays, the thrift store and the general fund. We have seen first hand how many families have grown and prospered from the help they have received. I love it when I meet former residents who have come back to visit or volunteer. One feels lucky to be a part of the loving community of families and friends at Raphael House. There is always a way to volunteer based on your skills, resources and time. The staff is very responsive to helping you fit in without being demanding. The Raphael House support programs are truly inspiring as they aid individuals and families to succeed against difficult challenges. Best wishes for continued success.

ALANNA ZRIMSEK AND MORTON LEVIN

I've gotten to know Raphael House over my years of volunteering, and that makes me feel better about my donations and volunteering, too. I can see where the money is going, can see that people are getting good food and proper shelter while they find new housing. I can also see that their other needs are being met, too: job training, activities and tutoring for the kids, and more. Whether the economy is doing well or not, there always seems to be a need for homeless

shelters. What's heartening is that there are places like Raphael House that do so much more.

GENE ANDERSON

I am in a unique situation because I have seen my donations being used first hand. When living in San Francisco, I volunteered every week at Raphael House and talked with the staff and families. There was always a story at dinner about how fortunate individuals were for having a place like Raphael House to work or live. The Raphael House program teaches families morals and values that they need to go out in the world and be successful. I remember volunteer training when I found out the success rate and heard stories of former residents who are now working and housing their families, when they came from very little or nothing at all. I think it is wonderful that Raphael House is such a great resource; when families have nowhere else to stay, they can turn to Raphael House. I worked with the children, doing activities with them while their parents



(cont'd on 10)



performed duties around the house. The children are taught to use their imagination and creativity. They would not be able to perform this at many homeless shelters or on the streets; Raphael House is giving the children a chance to grow. Raphael House is an amazing shelter because it does not get funding from the city, it is up to the great people that do give. I have donated money in the past and will continue to give because I have seen the results of the shelter, and it is an amazing experience to watch. I have moved to another state, so I am not able to volunteer anymore, but I will always support such a great place to work and live.

MANDY DEAN

Working at Raphael House has meant being able to give a little bit of my time, joy and spirit to the kids who live there. I love just hanging out with them, doing arts and crafts, playing foos ball or pick up sticks or reading books. I always have a great time myself and hope that I've added a little something to their time during their stay at Raphael House.

CINDY PALUMBO

It's an honor to give to Raphael House, for it's a way of telling someone, with whom I may never otherwise come in contact, that they do matter, that someone does care about them, and that they are loved in this world.

CINDY DONNELLY

Raphael House, a family homeless shelter and AfterCare program, has served San Francisco since 1971. It is supported by contributions from individuals, corporations, foundations and civic groups, and receives no government funds. The mission of Raphael House is to help at-risk families achieve stable housing and financial independence, while strengthening family bonds.

Raphael House was founded by Christ the Saviour Brotherhood of the Eastern Orthodox Church. Our services are named after the Archangel Raphael, whose name in Hebrew means "God has healed." Christ the Saviour Brotherhood asked Raphael House to incorporate separately, which we did in 1991. The Chapel and live-in staff remain under the auspices of the Orthodox Church. No religious obligations are ever placed on the families we serve. All donations received from the general public are used solely for the charitable services of Raphael House, spent right here where you can see the results.

at Raphael House is produced by the staff and volunteers of Raphael House, and is mailed to donors and former residents.

BOARD OF DIRECTORS

JOHN HINMAN, ESQ.,
CHAIRMAN OF THE BOARD
PARTNER, HINMAN & CARMICHAEL

FR. DAVID E. LOWELL
EXECUTIVE DIRECTOR
RAPHAEL HOUSE

LITA BENTON
DIRECTOR
COMMUNITY INVESTOR SERVICES
CHARLES SCHWAB & CO., INC.

JANET F. CHAPMAN
VICE PRESIDENT
CUSTOMER AND ACCOUNT SYSTEMS
CHARLES SCHWAB & CO., INC.

KATHLEEN CONLOGUE
RAPHAEL HOUSE LIVE-IN
COMMUNITY

J. HALLAM DAWSON
CHAIRMAN, IDI ASSOCIATES

DEVIN DIXON
COMMUNITY RELATIONS LIAISON
CAPITAL GROUP COMPANIES, INC.

PETER V. HALL
PARTNER, HEIDRICK & STRUGGLES

LYNN LANNON
PRINCIPAL, THE LANNON GROUP

JOHN M. LATTA, CPA
ORION GROUP, LLC

STANLEY MORRICAL
MORRICAL INSURANCE SERVICES

CAROLE A. OBLEY
VICE PRESIDENT, BANK OF THE WEST

ELAINE TAYLOR
CONSULTANT

M. O. (TONY) WEINRESS
CONSULTANT

MARY LONG WOLFE
CONSULTANT

FRANCIS J. RIGNEY, M.D.,
CHAIRMAN EMERITUS
RETIRED CHIEF OF STAFF
PACIFIC PRESBYTERIAN HOSPITAL

PLEASE SEND YOUR QUESTIONS OR COMMENTS TO:
1065 Sutter Street, San Francisco CA 94109 · or call 415.474.4621

PHOTOGRAPHY BY:
Asa Mathat
Alanna Zrimsek
Raphael House Staff

DESIGN BY:
carol banks design
www.carolbanksdesign.com

VISIT OUR WEBSITE AT:
www.raphaelhouse.org

