

(a) Raphael House

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DEAR FRIENDS

We increased our

shelter capacity by

rooms—allowing us

serve as many as 80

the capability to now

33% with the addition

of eight new residential

Thanks to the generous support of our donors, the determination of staff, and the guidance of a passionate Board of Directors, 2015 was a historic year for Raphael House. We increased our shelter capacity by 33% with the addition of eight new residential rooms—allowing us the capability to now serve as many as 80 families annually in our Residential Shelter Program. Last year we served 366 families in our Bridge Program, and in accordance with our strategic plan, we are on track to be serving 500 families annually by the end of 2017.

And while 2015 was indeed historic for the organization, the next several years will be critical. Now that we will be able to serve more families than ever before with our life-changing programs and services, the need to grow our funding sources to sustain our expanded operating costs is imperative.

As always, the year was filled with accomplishments both big and small: from the toddler learning how to sing "The Itsy Bitsy Spider" to parents securing stable housing for their family, Raphael House continues to be a place of inspiration and hope for hundreds of Bay Area parents and children. This past year we served 60 families in our Residential Shelter Program and 91% of them moved from our shelter into stable housing. The Bridge Program served 366 families with a host of safety net services that included ongoing case management, rental assistance, mental health counseling, and academic support for their children. Through participation in our Bridge Program, families stay connected to Raphael House, which allows them continued access to the tools and resources they need to break the cycle of poverty and maintain self-sufficiency.

On behalf of each parent and child who received services this year or who participated families annually in in our programming, I thank everyone who has given their time and resources. The our Residential Shelter community that supports Raphael House is intensely loyal and for that we are beyond grateful. We are also fortunate to have relationships with donors, volunteers, and allied Program. professionals that span the lifetime of the organization, and in some cases, generations of families. Together, we provide Bay Area families who are experiencing or are at risk of homelessness with the personalized, family-centered solutions they need to achieve stable housing and financial stability. We acknowledge that our accomplishments would not be possible without you and look forward to your continued commitment to helping us end family homelessness.

If you have not been in yet to see the renovation of our 3rd floor, we welcome you to come by so we can show you around.

With deepest appreciation,

Ralph Payton **Executive Director**

Chair, Board of Directors

Kate Snuth

MISSION STATEMENT

The mission of Raphael House is to help at-risk families achieve stable housing and financial independence while strengthening family bonds and personal dignity.

OUR VALUES

SUCCESS

We believe in the power of self-determination and know that every individual is capable of defining and achieving their own success. We promote personal accountability, honesty, and ownership.

DIGNITY

We treat every individual at Raphael House with dignity and respect. We provide our services in a healing environment where individuals are empowered and supported in making their own choices and paving the way to success.

DIVERSITY

Our staff and board embrace the diversity of the community that we serve. We seek to create an environment that is inclusive of all backgrounds, beliefs, and abilities.

FAMILY

We create a safe, stable environment that sets the stage for families to bolster strength and independence. We foster deep relationships with our families, staff, board, and supporters that strengthen the ability of each individual to create positive change.

PARTNERSHIP

We partner with our families by providing the resources and support needed for their individual success. Our partnering approach involves building a strong network of individuals, businesses, nonprofits, and patrons, and results in positive change for the community at large.





ABOUT RAPHAEL HOUSE

Since 1971, Raphael House has been at the forefront of providing Bay Area families experiencing or at risk of homelessness the personalized family-centered solutions they need to build brighter futures. Raphael House is the only privately funded program of its kind in the San Francisco Bay Area, and our success rate is unmatched: 85% of the families we serve go on to achieve long-term housing and financial independence.

With a spirit of warmth, compassion, and kindness at its core, Raphael House offers a broad community-focused continuum of services through its Residential Shelter and Bridge programs that have helped nearly 20,000 children and parents achieve stable housing and financial independence.

At Raphael House, we see homelessness as a temporary state that doesn't define a person. We understand that homelessness can result from unexpected circumstances, whether economic, health related, or because of a breakdown in family structure. We provide families an opportunity to take ownership of their futures and improve the quality of their lives through a nurturing and supportive process that emphasizes the importance of strong families and personal dignity.

Our model of providing a stable homelike shelter and offering ongoing, comprehensive assistance with housing and job placement, while supporting the emotional and social needs of parents and children alike, helps to empower more than 300 families each year.

Raphael House of San Francisco is a 501(c)(3) not-for-profit corporation.

85% of the families we serve go on to achieve long-term housing and financial independence.

OUR PROGRAMS RESIDENTIAL SHELTER PROGRAM

Our warm and homelike residence offers families a dignified alternative to the typical emergency shelter experience by providing short-term housing in a safe, clean, and sober family-centered community. Families are able to heal as they get back on their feet while having access to a wide range of services that strengthen the whole family, empowering each individual as they work toward achieving long-term stable housing and financial independence.

Families with children under 18 or women in their third trimester of

pregnancy are accepted based on their

willingness to participate fully in our

structured program.



RESIDENTIAL SHELTER SERVICES INCLUDE:

- Private furnished rooms
- **M** Nutritious family-style meals
- **1** Intensive case management
- A Housing placement and financial assistance
- Career development and job placement services
- **Community partner referrals**
- Mental health counseling
- Life skills workshops in areas such as financial literacy, parenting, health, and emotional well-being
- **Children's programming**
- ★ K-12 academic tutoring and mentoring
- Scholarships for academic pursuits, extracurricular activities, and summer camp

OUR PROGRAMS BRIDGE PROGRAM

Once families transition from our Residential Shelter Program into stable housing, we are committed to helping them maintain their stability by supporting them with ongoing case management and the resources and connections they need to achieve financial independence and move toward a brighter future. Our Bridge Program serves all Raphael House families and offers an extended community where parents and children are able to empower and support each other.

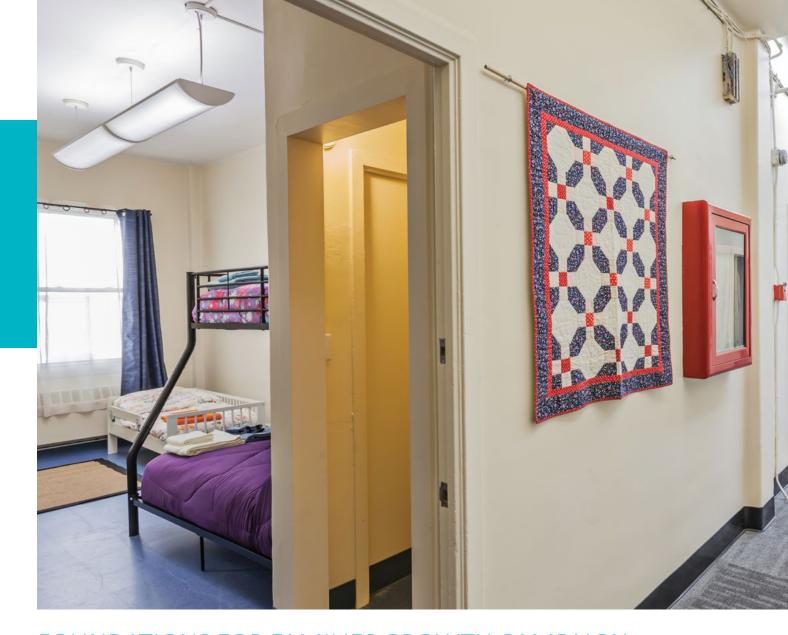
Our Bridge Program also gives Bay Area families experiencing or at risk for homelessness an opportunity to avoid a stay in shelter by applying for a one-time Housing Opportunity Assistance grant to secure rapid rehousing or prevent eviction. Families approved for HOA funds receive intensive case management and have access to the same Bridge Program services and activities as those who participated first in our Residential Shelter Program.

BRIDGE PROGRAM SERVICES INCLUDE:

- ☆ Intensive ongoing case management
- A Housing Opportunity Assistance grants
- **A** Career development and job placement services
- **Community partner referrals**
- Mental health counseling
- **Children's services**
- Scholarships for academic pursuits, extracurricular activities, and summer camp
- ☆ Family social activities and outings aimed at strengthening the family bond

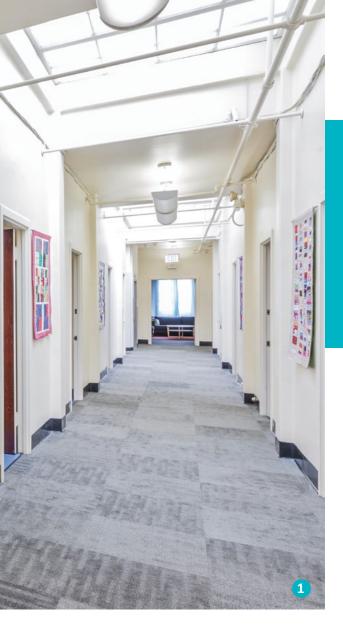






FOUNDATIONS FOR FAMILIES GROWTH CAMPAIGN RESIDENTIAL SHELTER EXPANSION

In spring 2015, we finished construction on our residential shelter expansion. This marks the completion of phase one of our three-year growth initiative to expand the total capacity of our Residential Shelter and Bridge programs by 67%, in order to increase the number of families we serve each year from 300 to 500, by 2017. Phase two, currently in progress, is focused on the expansion of our Bridge Program, which provides families served by our Residential Shelter Program as well as families at risk of becoming homeless the ongoing resources and support they need to achieve and maintain long-term stability.



There are eight new private residential rooms for families on the third floor of the shelter. Four of the rooms have private bathrooms, allowing us to help families with special needs. We also have a new children's playroom, family living room, kitchenette, and an office suite for private mental health services and additional program staff. (1)





PRIVATE RESIDENTIAL ROOM (2)

FAMILY GATHERING ROOM & PROGRAM OFFICES (3)

COMMUNITY KITCHEN (4)

CHILDREN'S PLAYROOM
On following page (5)

Interior photos courtesy of Emily Hagopian Photography.





WE ARE GRATEFUL TO THE DONORS WHOSE GENEROSITY HELPED TO MAKE THE FIRST PHASE OF THIS GROWTH INITIATIVE POSSIBLE:

Anonymous, in honor of Kate & Ted Smith Anonymous (2) Tilly Abbe Mabel & Daniel Abellera Fr. Tom & Angela Alessandroni Irene Arenella John Bahnken The Balm Katherine Banks & Richard Nair Barbara Bechelli Charles R. Benedict Marc & Lynne Benioff Paul Bianchi Diana & Mkulima Britt Leith & Stewart Barry / The Brooks Foundation Heidi Castelein Harry & Janet Chapman Christ the Savior Orthodox Church Katie & Reed Colley Juanita C. Contreras Rick & Victoria Dade

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RAPHAEL HOUSE FAMILIES BUILDING BRIGHTER FUTURES

Myles came to Raphael House after separating from an unhealthy relationship and gaining full custody of his eight-year-old daughter Shae. Despite having a full-time job in marketing, Myles was unable to find affordable housing for himself and his daughter following the separation from his wife. Although he initially came to us seeking shelter, his case manager realized during the intake process that he would be a better fit for our Bridge Program. The Bridge Program provided Myles with Housing Opportunity Assistance, an option that allowed him and Shae to bypass shelter and move directly into housing, while receiving ongoing one-on-one case management and access to Raphael House services. When he arrived at Raphael House, Myles had already had more than twenty years of experience in marketing. He worked closely with our career development manager Sophia on a plan for increasing his income. Myles worked hard to strengthen his interview skills by participating in mock interviews with

Raphael House volunteers who have a background in his field. In the weeks that followed he was introduced by Sophia to one of our employment partners, a marketing firm in San Francisco, where he successfully secured an interview and eventually a job, which has significantly increased his income. Today Myles and Shae are stably housed in the home that our Bridge Program helped them to secure. Myles is now financially independent and fully

supporting himself and his daughter.

Our Career Development Program works to empower families and promote financial independence through employment opportunities, education, and vocational training. Parents and teens work one-on-one with our career development specialist to identify strengths, remove barriers to employment, and assess their knowledge and skills in relation to appropriate employment opportunities. Parents and teens are also assisted in résumé and cover letter construction, interview preparation, and job search techniques, with an emphasis on the importance of soft skills and job retention.



RAPHAEL HOUSE FAMILIES BUILDING BRIGHTER FUTURES

This past year, nine-year-old Aaron discovered a passion for writing and telling stories. When Aaron first came to Raphael House, he was writing below his grade level. Although very articulate and excelling in all other topics at school, he struggled to write legibly and was unable to translate his thoughts into structured paragraphs. Raphael House Children's

Program staff supported Aaron with one-on-one tutoring and mentoring in our after-school Tutoring Club offered Monday through Friday at Raphael House. After five months of intensive work that included daily writing and spelling assignments, help with topic selection, and handwriting practice, Aaron's writing has improved dramatically, and he is now writing at his grade level. His overall grade in English has greatly improved along with his self-confidence. Aaron is now excited to write and share his stories. His creativity and imagination come to life through each written piece, which he proudly shares with his dad

upon completion.

Integral to helping families break the generational cycle of poverty is ensuring that children achieve academic success. Raphael House supports educational achievement by helping kids of every age develop a passion and love for learning. Raphael House provides thorough K–12 academic support through extensive academic tutoring, enrichment activities, scholarships for

extracurricular pursuits, mentoring throughout the school year, and funds for alternative tutoring programs when children are unable

to participate in our onsite programs. Raphael House also works closely with teens on career exploration and preparing for college or other post-secondary education programs. The teens we serve have access to professionals from a variety of fields through our Career Development Speaker Series. They are assisted one-on-one with internship and summer job placement. Those participating in ongoing tutoring services are rewarded at the end of the school year for their hard work and commitment to their academic success with a summer trip to visit colleges and cultural sights.



RAPHAEL HOUSE FAMILIES BUILDING BRIGHTER FUTURES

Lisa, Michael, and their three children called San Francisco home for more than 10 years. They had a happy and stable life in the same apartment they fell in love with when they first moved to San Francisco for work. Their lives were turned upside down when they were suddenly given notice to move out of their apartment when the owner decided to sell the building. Despite both of them having steady jobs, they quickly realized that their combined income was not sufficient for them to find housing in San Francisco's heated housing market within the short time they had. With all three children attending school in San Francisco and both of their jobs being in the city, they made the hard decision to move into local motels where they began to deplete their savings and incur credit card debt to ensure their children had a safe place to sleep and shower. Close to maxing out their credit cards, they sought services with a community organization that referred them to Raphael House. Relieved to have a safe and comfortable place to temporarily call home, Lisa and Michael focused on budgeting and doing whatever it would take to increase their income in order to secure another apartment in the city. During their stay, Michael found a second job and worked on his goal of furthering his career by spending time with our career development manager to improve his résumé and interviewing skills. The family's hard work and perseverance paid off. Lisa and Michael were able to secure an apartment for their family with Housing Opportunity Assistance funds provided by Raphael House, and they continue to work with their case manager to ensure a stable and financially independent future.



Ensuring that families have an understanding of the importance of budgeting and financial planning is crucial to their achieving financial independence and, as is often the goal of our families, ending a generational cycle of poverty. Families participating in both our Residential Shelter and Bridge programs work closely with their case managers and our community volunteers to gain a solid education in areas such as saving, banking, credit repair, and other financial topics that will provide them with the tools they need to achieve their goals.



RAPHAELHOUSE VOLUNTEER PROGRAM



Our highly interactive volunteer program gives individuals the opportunity to make a meaningful and lasting impact on the future of our parents and children and improve the San Francisco community. Additionally, volunteers join a diverse network of over 2,000 fellow volunteers who support Raphael House each year. This

collaborative model is key to our success, providing us with the flexibility required to meet the changing needs of our community. Raphael House began as a volunteer-run organization. Today, virtually every aspect of life at Raphael House depends on the much-needed support of volunteers.

Whether preparing meals or tutoring children, serving on various committees or painting the walls, Raphael House involves the community in all aspects of helping our families build brighter futures.

VOLUNTEERS: 1,736

Gala raises proceeds that account for approximately

raised more than \$600,000.

15% of our annual budget. Last year's Gala took place on April 18, at the Palace Hotel in San Francisco and

VOLUNTEER HOURS: 21,343

support our mission.



CORPORATE & COMMUNITY VOLUNTEER PARTNERS

20/20 Productions ♣ Access Communications ♣ Advantest ♣ Alpha Phi Omega ♣ American Eagle Outfitters Anthem Appirio Aramark Audi Banana Republic Bank of America Barney & Barney Barney Betts Recruiting A Big Heart Pets A BJ Restaurants Blackstone Technology Group Bloomberg A British-American Business Council A Burberry Burke Williams Day Spa Burr Pilger Mayer ☆ Calegari & Morris ☆ Calvary Presbyterian Church ☆ Charles Schwab ☆ Cigna National A Demand Base Double Tree by Hilton Dropbox Dynamic Signal Fairmont Hotel First Republic Bank A Florin Pensions A Genesys A Gensler A Guideware Software A Hellman & Friedman LLC A Highwire Public Relations A Hinman & Carmichael A HomeAid Northern California A Hyde School 希 Intralinks 希 JLVC 🧩 Junior League of San Francisco 希 KinderCare; Knowledge Universe 希 Lakeside Presbyterian Church A Liza Evens Interior Design A LoopUp A Marin Catholic ↑ Meckler, Bulger, Tilson ↑ Meetings Focus Office of Labor Standards Enforcement 😚 Pacific Gas and Electric Company ? Planned Parenthood PwC R3 Builders RDIO ☆ RINA ☆ Riviera Partners ☆ Roam Burgers ☆ Saint Francis Foundation ☆ Salesforce ☆ Salt Branding A San Francisco Child Abuse Prevention Center San Francisco Department of Public Health San Francisco Giants Schwab Charitable Sensible Sitters A St. Ignatius College Prep A St. John of God Catholic Church Teak The Episcopal Church of St. Mary the Virgin The San Francisco Foundation TM Financial Forensics, LLC Tradeshift A Trinity Lutheran Church ↑ University of San Francisco ↑ Vedder Price ↑ Wellington Management Company
 Wells Fargo **Zitter Health Insights**

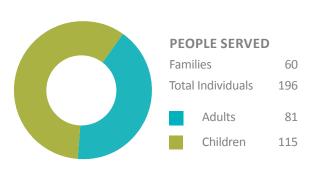
Last spring, the British-American Business Council (BABC)—who for more than 10 years has donated a significant proceed from the BABC Annual Christmas Luncheon to Raphael House—implemented a task force to engage the BABC community year-round in fighting family homelessness. The BABC Raphael House task force has provided networking opportunities, volunteerism, pro bono services, and in-kind donations, which last year led to job placements and other forms of direct support for Raphael House families.

AUGUST 1, 2014—JULY 31, 2015 STATEMENT OF FINANCIAL INCOME & EXPENSE

INCOME	
CONTRIBUTIONS & GRANTS	
Individuals	1,246,437
Churches and Civic Groups	61,620
Foundation Grants	1,687,100
Corporations and Businesses	198,669
Trust/Estate Gifts	110,036
Special Events (net of special events expense)	468,391
In-kind Services	98,054
TOTAL CONTRIBUTIONS & GRANTS	3,870,307
OTHER REVENUE	
Investment Income (net of investment expense)	185,582
Rental Income	55,682
Fees for Service	33,489
TOTAL OTHER REVENUE	274,753
TOTAL CONTRIBUTIONS & OTHER REVENUE	4,145,060
EXPENSES	
Staff Expense	1,846,190
Development Expense	146,149
Administrative Expense	322,206
Occupancy	193,156
Children's Activities and Education	103,438
Internships	60,101
Clinical Supervision	21,995
Technology	109,439
Food and Other Kitchen Expense	99,042
Supplies	50,754
Direct Assistance to Individuals	95,507
Legal	57,270
Printing,Copying,and Publication	26,496
Postage and Shipping	13,302
Telephone	13,141
Transportation	13,203
Furniture and Equipment	26,701
Staff Training & Subscriptions	11,587
Depreciation	219,970
Disposals of Equipment	24,710
Uncollectible Accounts Expense	57,870
TOTAL EXPENSES	3,512,226
CHANGE IN NET ASSETS	632,834

AUGUST 1, 2014–JULY 31, 2015 PROGRAM STATISTICS

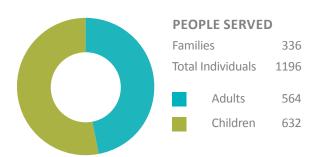
RESIDENTIAL SHELTER PROGRAM



SHELTER Bed Nights 24,600 Meals 22,846 Average Stay 123 days

91% of families departing shelter moved on to stable housing.

BRIDGE PROGRAM



90% of Bridge Program families maintained stable housing.

FAMILY SERVICES

individuals received career development and job placement

assistance.

78%

of individuals who received career development services gained employment, increased their earned income, or enrolled in an educational program within six months. 91

individuals participated in mental health services. 100%

of individuals who received mental health services demonstrated progress toward meeting their self-identified goals.

CHILDREN'S SERVICES

children received academic enrichment services.

children received scholarships for extracurricular activities or

summer camp.

children participated in weekend outings and events.

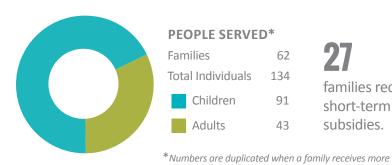
100%

of children enrolled in Children's Evening Program or receiving extracurricular scholarships showed improved behavior. 97%

of children who received tutoring services showed improved academic performance.

AUGUST 1, 2014—JULY 31, 2015 PROGRAM STATISTICS

HOUSING OPPORTUNITY ASSISTANCE



families received short-term rental subsidies.

of the families who received short-term rental subsidies bypassed shelter and were rapidly rehoused.

97% of families who received rental subsidies are now paying their own rent.

ORIGINAL CAUSE OF HOMELESSNESS PER FAMILY



than one form of Housing Opportunity Assistance.

DEMOGRAPHICS



AGE: CHILDREN SERVED 0-3 17% 4-7 25%

8-12 32%

13+ 26%

AGE: ADULTS IN SHELTER

18-25 25% 26-40 44% 41-60+ 31%

AUGUST 1, 2014–JULY 31, 2015 DONOR HONOR ROLL*

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Ann and John Doerr

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Anonymous (1)

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