MISSION STATEMENT

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

Thanks to the generous support of our donors, the determination of staff, and the guidance of a passionate Board of Directors, 2016 continued to build on the successes of the previous year to ensure that Raphael House remains a leader in the community, providing essential services to families experiencing homelessness.

The 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 stakeholders that span the lifetime of the organization and in some cases, between family generations.

As we reflect upon the successes of 2016, the next several years will be critical for addressing the steady increase of homeless families in San Francisco. With the expansion of our residential services, allowing us to serve even more families in need of our life-changing programs and services, the need to meet our expanded operating costs is increasingly important. We look to you, our supporters, to help us meet this increased demand in our community.

As always, the year was filled with accomplishments both big and small: from the middle school student who received tutoring support and is now on the honor roll to the 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 70 families in our Residential Shelter Program, and 89% of them moved from our shelter into stable housing. The Bridge Program served 451 families with a host of safety net services that included ongoing case management, housing assistance, career development services, 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 generational poverty and start on the road to self-sufficiency.

On behalf of each parent and child who received services this year or who participated in our programming, I thank everyone who has given of their time and resources. 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.

With deepest appreciation,

Ralph Payton
Executive Director

Scott Olson
Board Chairperson

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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.

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

Raphael House of San Francisco is a 501(c)(3) not-for-profit corporation.
80% of the families we serve are from San Francisco County.

79% of individuals receiving career development services became employed, increased income, or enrolled in an educational program.

The percentage of individuals who received mental health services demonstrated progress toward their self-identified goal(s). 90%.

90% of families receiving Rental Subsidy Fund have maintained long-term stable housing during 12-month period (26 out of 29 families).

The percentage of families who received housing assistance funds have maintained long-term stable housing 89%.

94% of children who received academic support demonstrated improved performance within a 12-month period.

The percentage of children who received academic support demonstrated improved performance within a 12-month period. 94%.
UNRESTRICTED REVENUES & SUPPORT

Individual Donations $720,825
Churches and Civic Groups $79,707
Foundation Grants $400,285
Corporations and Businesses $209,338
Trust/Estate Gifts $9,567
Total Contributions and Gifts $1,419,722
Special Events (net of special events expense) $484,672
In-kind Services $106,942
Other Revenues $53,139
Net Assets Released From Restrictions (funding received in prior years) $1,153,233
Total Unrestricted Revenues & Support for Fiscal Year 2016* $3,217,708

EXPENSES

Program Expenses $2,493,460
Management and General $370,859
Fundraising $515,931
Total Expenses $3,380,250
Change in Unrestricted Net Assets ($-162,542)
In 2016, 89% of families who entered our shelter were placed into long-term stable housing.
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
- Nutritious family-style meals
- Intensive case management
- 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
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
- Career development and job placement services
- Community partner referrals
- Mental health counseling
- Children’s services
- K–12 academic tutoring and mentoring
- Scholarships for academic pursuits, extracurricular activities, and summer camp
- Family social activities and outings aimed at strengthening the family bond
HELPING FAMILIES FIND HEALTHY HOMES

Deyser and Juan had been living in unstable housing conditions for many years before coming to Raphael House. They had lived in multiple room shares in the Mission where their names were not on the lease, so they were vulnerable to frequent increases in rent or being unlawfully evicted. They were ultimately forced to live in a garage where their daughter, Genesis, got sick from poor ventilation and frequent leaks. In such a difficult time, the family courageously sought support from community agencies. The family reached out to Raphael House and moved into our Residential Program, where they were able to work towards their housing and financial stability. Juan worked two jobs during his time at Raphael House, and Deyser worked tirelessly with First Avenues to find a home for her family. Deyser and Juan moved into a two-bedroom apartment in Oakland in August, where they feel Genesis finally feels at home. Juan is now taking classes to complete his GED, and Deyser has returned to work. They continue to strive for the best for their family, and are grateful to Raphael House for the support they’ve received along the way.

HELPING CHILDREN DEVELOP HEALTHY HABITS.

In Raphael House’s Children’s Program we introduce children to breathing techniques that help calm their bodies. One night some children were sharing different breathing techniques with each other, and a six-year old boy who had difficulty participating let out an exasperated sigh because he did not want to participate. The entire group of children immediately copied him, letting out a big sigh. Though he did not intend to participate, his sigh was effective and the group practiced it a few more times and discussed how good it feels to release stress through belly breathing. The boy was very proud of his contribution.
2016 Gobble & Give at Golden Gate Park:
PHOTO 1: Kids enjoyed face-painting, arts & crafts, and magic at the park.
PHOTO 4: Families enjoyed a visit with the SFFD on their Fire Truck.
PHOTO 6: Musicians from the Ruth Asawa School of the Arts played for the crowd. Over $50,000 was raised by the 2016 Committee.

2016 Gala at the Palace Hotel:
PHOTO 2: Guests in black-tie attire toasted during the 3-course meal.
PHOTO 3: 600 guests reveled during the reception, dinner and after party.
PHOTO 5: The 2016 Gala Committee helped raise over $643,000 as they celebrated “A Golden Tomorrow”.
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.

AUGUST 1, 2015 - JULY 31, 2016
CORPORATE & COMMUNITY VOLUNTEER PARTNERS

American Eagle Outfitters  Applied Predictive Technologies  Aramark  Bartlett Brands
Bloomberg  British American Business Council  C.C. Vedder  Calvary Presbyterian Church
Chef’s Corner Foods  Child Trauma Research Program  Children of Shelters  Design Kitchen
Deutsche Bank  Dodge & Cox  EnerNOC  GAP  Genesys  Junior League of San Francisco, Inc.
LDC  M&C Saatchi Mobile  Maverick  Method Home  MPBF Association of Professional Women
Mulesoft  Native American Health Center  National Charity League  New Hope Cumberland Presbyterian Church  Pacific Gas & Electric Company  Planned Parenthood  Riviera Partners
Salesforce  San Francisco Child Abuse Prevention Center  San Francisco Giants  San Francisco Housing and Development Corp.  Sard Verbinnen  Sephora  SF Federal Credit Union  St. John of God Catholic Church  StarNoodle  Start Ups Give Back  State Farm Insurance  Teed Haze  The Episcopal Church of St. Mary the Virgin  Uber  University of California Cooperative Extension  VISA  Wells Fargo  Wesley Foundation  Williams Sonoma  Zenefits  Zitter Health Insights  Fenwick & West LLP  Vanderbilt  Sensible Sitters
Birthday Parties
Once a month Raphael House hosts a birthday party for children in the Bridge Program celebrating a birthday that month. Cake and presents are donated and the parties are held on our rooftop, which is decorated for the occasion. Volunteers are integral in helping to decorate, wrap gifts, set up snacks, and help make the event a wonderful lasting memory for each child.

British American Business Council (BABC)
The joint Aramark, LifeWorks and British American Business Council Task Force held its 2016 “Aramark Building Community (ABC)” Day at Raphael House on September 20th. Over 80 volunteers, split into seven teams, tackled projects throughout Raphael House that had been in serious need of attention. In all, 12 spaces in the house were revitalized and the work done by volunteers accounted for over 600 hours of employee time! In addition, the BABC Raphael House task force provides networking opportunities, pro bono services, and in kind donations.

Junior League of San Francisco (JLSF)
Members of the Junior League of San Francisco’s Raphael House Committee volunteer with our Family Activity Night and Toddler Time every week. Our partnership with JLSF allows our staff to expand our program capacity by enhancing the level of activities offered. The consistency that Junior League volunteers bring is crucial to our program and fosters a strong connection between the volunteers and families.
Corporate and Community Chefs
Each Monday and Thursday evening, volunteer groups of up to 6 people come to the Raphael House kitchen to help our chefs prepare and serve dinner. This is a unique opportunity to be part of the day to day life and traditions at Raphael House as well as a great team building opportunity!
GROUP VOLUNTEER OPPORTUNITIES

• Prepare and serve dinner to our families at a Community & Corporate Chefs Night
• Keep Raphael House clean and organized by helping with a Shelter Upkeep Project

INDIVIDUAL VOLUNTEER OPPORTUNITIES

• Commit on a regular basis to help with elementary school or high school tutoring, children’s program, toddler program, resume building, ESL tutoring, computer classes, etc.
• Contribute your time and expertise by providing professional services pro bono that benefit our families directly or Raphael House as a whole.

HOLIDAYS AND SPECIAL EVENTS

• Serve a holiday meal
• Adopt a family for the holidays
• Set up and decorate for birthday parties and family carnivals
• Assist with check-in or other day of logistics for our two largest fundraising events, Gobble & Give and our Annual Gala.

GIVE

• Make a donation / start a fundraising campaign
• Host a donation drive to collect some of our most needed items year-round
• See if your employer has a matching gifts program
• Include us in your planned giving or memorial gifts

LEARN MORE:
raphaelhouse.org/volunteer/

CONTACT:
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Volunteer and Administrative Coordinator
ksarver@raphaelhouse.org | 415.345.7265
AUGUST 1, 2015–JULY 31, 2016
DONOR HONOR ROLL*
We are grateful for the generous support we receive from our community of donors. Each gift is an investment in families who are moving beyond poverty and building brighter futures. We strive to accurately report all gifts of $500+ to Raphael House in this donor honor roll for the fiscal year August 1, 2015–July 31, 2016. Please accept our sincerest apologies for any inadvertent inaccuracies or omissions. Please contact Rob Taylor at 415.345.7263 or rttaylor@raphaelhouse.org, to report any corrections to be updated in the digital version of this report. Thank you!
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