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## MISSION STATEMENT

The mission of Raphael House is to help low-income families and families experiencing homelessness strengthen family bonds by achieving stable housing and financial independence.

## DEAR FRIENDS,

For over 45 years, Raphael House has been a leader in the community providing necessary services to families experiencing homelessness or at risk for homelessness. In 2017, we continued to expand our successful service model, ensuring that our families are even better equipped to face the challenges in an increasingly competitive economic milieu.

This important work is a direct result of the generous support of our donors, compassionate and committed staff, dedicated volunteers, community stakeholders, and the guidance of our engaged Board of Directors. Our gratitude is immeasurable and we thank you for all that you have done to contribute to the success of our mission!

As we reflect on our achievements in 2017, we must also look to the future so that we can lay the foundation to continue helping our families on their road to self-sufficiency. Our Board of Directors has recently approved a new strategic plan for 2018-2021 that outlines our goals and objectives to meet the needs of the organization and the

families we serve in the Bay Area community.

With the expansion of our support services, allowing us to guide and support families as they seek living wage employment and our family wellness initiative which addresses the mental health needs of our children and parents, the need to meet our expanded operating costs is increasingly important. We look to you, our supporters, to help us provide our families with the tools to succeed in a challenging environment.

This last year was filled with many accomplishments: from the parents who started on their career path as the cost of living continues to climb higher to the families that moved into their own home for the first time in many years, Raphael House remains a beacon of hope for hundreds of Bay Area parents and children. This past year we served 55 families in our Residential Shelter Program and 86% of them moved from our shelter into stable, permanent housing. The Bridge Program served 300 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 generational poverty.

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a host of safety net services that
included ongoing case management,
rental assistance, mental health
counseling, and academic
support for their children.

We also introduced our Education to Employment (E2E) initiative, which helps low-income families who have struggled with homelessness find a pathway to living wage employment, which in turn will help them maintain family stability and cohesion. E2E provides customized support structures for these workers with skills-based training begun in-shelter and continued off-site in partnership with employers and job training agencies. Several graduates of this initiative have already found employment and moved into their own home!

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 continue to provide Bay Area families who are experiencing 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

Scott Olson

## **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: 86% 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 home-like 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.

86% of the families we serve go on to achieve long-term housing and financial independence.



# RAPHAEL HOUSE HIGHLIGHTS FOR 2017



of Residential Families who exited the program moved into long-term stable housing

community partnerships were created to provide access to employment to Raphael House families

20,911 meals served

22,254 total number of nights families have stayed this fiscal year



92% of children receiving onsite tutoring services showed improved reading levels

families served with Bridge services







of children receiving academic support demonstrated improved performance within 12 months

of individuals receiving family wellness services demonstrated a level of progress towards their self-identified goals



## AUGUST 1, 2016-JULY 31, 2017 FINANCIAL REPORT

#### **UNRESTRICTED REVENUES & SUPPORT**

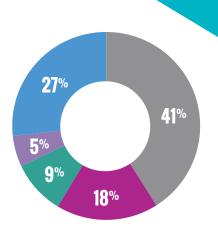
Individuals	\$737,058
Churches and Civic Groups	\$90,230
Foundation Grant	\$312,415
Corporations and Businesses	\$179,291
Trust/Estate Gifts	\$68,716
Total Contributions and Gifts	\$1,387,710
Special Events (net of special events expense)	\$593,925
In-kind Goods and Services	\$317,015
Other Revenues	\$180,860
Net Assets Released From Restrictions ( including funding received from prior year)	\$901,965

TOTAL UNRESTRICTED REVENUES &
SUPPORT FOR FISCAL YEAR 2017

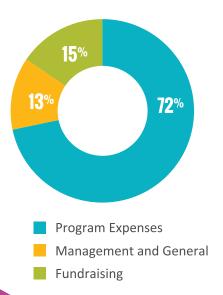
#### **EXPENSES**

Program Expenses	\$2,432,549
Management and General	\$433,225
Fundraising	\$526,779
TOTAL EXPENSES	\$3,392,553
Change in Unrestricted Net Assets	\$(11,078)

\$3,381,475



- Total Contributions and Gifts
- Special Events
- In-kind Goods and Services
- Net Assets Released From Restrictions
- Other Revenues





## OUR PROGRAMS RESIDENTIAL SHELTER PROGRAM

Our warm and home-like 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
    - A Housing placement
      - 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
            - A 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 is centered on the premise that housing is only the first step towards financial independence and stronger family bonds. Families begin a healing journey at Raphael House with the support of our counseling services, academic enrichment programs, and career development opportunities. The Bridge Program enables families to continue the progress they made while they were in-shelter, ensuring that Raphael House families continue their pathway to success.

#### **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
- A Family social activities and outings aimed at strengthening the family bond



# STORIES FROM THE RAPHAEL HOUSE PROGRAMS

## THE EDUCATION TO EMPLOYMENT INITIATIVE (E2E)

We are putting families on the path to a living-wage. Many of the family providers in Raphael House programs struggle to find living-wage jobs because they lack technology-based hard skills, modern workplace soft-skills, or training in specialized trades that will lead them down the path to living-wage employment. As housing costs continue to rise, we see many clients struggling to stay stably housed after leaving shelter when all that is available to them are minimum wage jobs. To address this challenge, Raphael House has developed a new program to help low-income job-seekers with families develop the skills to find employment with a family-sustaining living-wage: Education to Employment (E2E). E2E leverages our organizational aptitude at providing customized, hightouch, wrap-around support that homeless families require to succeed, combined with skills-based educational opportunities offered in partnership with job training agencies and employers. E2E starts with a holistic assessment process. Based on that assessment students are placed into one of three tracks:

INTRODUCTORY:

**Basic computer & communication skills** 

#### **INTERMEDIATE:**

Coding and Service-as-Sales tools (like Salesforce and Zendesk) training, as well as workplace soft-skills.

PROFESSIONAL: Advanced training in technology or specialized trades



We piloted E2E in 2016-2017 with 23 E2E scholars. One of those was Gaudy, a Raphael House resident and single mother of two who found herself both jobless and homeless at the beginning of last year. Desperate to find employment so she would not lose custody of her children, she accepted a temporary minimum-wage landscaping position and moved into Raphael House.

With the support and encouragement of Raphael House staff, she applied to San Francisco's City Build Academy—a job training provider that prepares workers for union construction jobs.

We look forward to growing this program and leading more family providers down the path to a living wage.

Her acceptance into the program came toward the conclusion of her initial four month stay at Raphael House. She thought she would have to decline this opportunity because City Build Academy is a four-month program with a full-time schedule.

As part of the E2E program, we were able to offer Gaudy a six-month extension of her stay at Raphael House, thus providing housing, food, and the individualized support services she needed in order to complete her education courses successfully. We were also able to pay for the clothing and supplies. Gaudy concluded the City Build academy program and was hired at a union job paying \$24 per hour. Her strenuous work ethic, combined with the supportive opportunities provided by Raphael House's Education to Employment program will lead Gaudy to living-wage employment and a better future for her family. We look forward to growing this program and leading more family providers down the path to a living-wage.

## RAPHAEL HOUSE EVENTS















**2017 GOBBLE & GIVE: 1:** Kids loved Clo the Cow from Clover Stornetta Farms, one of our 2017 Corporate Sponsors. **5:** Magicians and entertainers performed for the families who supported our wonderful fall fundraiser. **7:** The 2017 Gobble & Give Committee helped raise over \$60,000, our highest grossing family festival so far!

**2017 GALA AT THE PALACE HOTEL: 2:** The 2017 Gala Committee helped raise over \$751,000, our highest grossing gala ever! **3:** Revelers toasted to the fun evening of gourmet food, specialty cocktails, and dancing at the After Party. **4:** Over 600 guests celebrated Raphael House's success at the Palace Hotel. **6:** Guests dressed in their best black-tie to fete our theme "There's No Place Like Home".

# AUGUST 1, 2016 - JULY 31, 2017 CORPORATE & COMMUNITY VOLUNTEER PARTNERS

Our highly interactive volunteer program gives individuals the opportunity to make a meaningful and lasting impact on the future of our parents and children, all while contributing to the improvement of our San Francisco community.

The diverse network of volunteers who support Raphael House each year are 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, tutoring children, serving on various committees, or tending to our rooftop garden. Raphael House involves the community in all aspects of helping our families build brighter futures.



Insights 🖀

Airbnb & Aramark & British American Business Council & Berman DeValerio & BrightFunnel & Calvary & Children of Shelters & Community Housing Partnership & Demandforce & Deutsche Bank & Dodge & Cox & Genesys & Google & Gyals Network & Gymboree & Hilton & Hotel Nikko SF & HSBC & Junior League of San Francisco & Key Club & Linkedln & Lyft & Macquarie & Maverick Capital Foundation & Miss California & Moss Adams & Murphy Pearson Bradley & Feeney & National Charity League Golden Gate & Ogletree & Deakins & Paradigm Healthcare & PlanGrid & Random Acts & Riverbed & Rocket Fuel & Salesforce & San Francisco City Football Club & Sephora & Service Corps & San Francisco Giants & University of California Berkeley & St. John of God & St. Mary the Virgin & Supercell & Temple Emanu-El & The Princeton Club & Tokyo Bay & Tradeshift & Tumblr & Twitter & UpStart Talent & Vanderbilt & Vive Church & Wells Fargo & Wharton San Francisco & Woodruff-Sawyer & Co. & Zitter Health

VOLUNTEERS: 1,831 TOTAL VOLUNTEER HOURS: 11,182

# RAPHAEL HOUSE VOLUNTEER HIGHLIGHTS

### **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.

## **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!







#### **Aramark**

The joint Aramark, LifeWorks and British American Business Council Task Force held its 2017 "Aramark Building Community (ABC)" Day at Raphael House on September 20th. Over 60 volunteers tackled projects throughout Raphael House that had been in serious need of attention. In all, 19 spaces in the house were revitalized and the work done by volunteers accounted for over 430 hours of employee time! In addition, Aramark provides networking opportunities, pro bono services, and in kind donations.







## RAPHAEL HOUSE WAYS TO GET INVOLVED

## **GROUP VOLUNTEER OPPORTUNITIES**

- Prepare and serve dinner to our families during a Corporate and Community 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**

Kellen Sarver

Volunteer and Administrative Coordinator ksarver@raphaelhouse.org | 415.345.7265





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