RAPHAEL HOUSE OF SAN FRANCISCO
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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.

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
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.

86% 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.
RAPHAEL HOUSE
HIGHLIGHTS FOR 2017

- 86% of Residential Families who exited the program moved into long-term stable housing
- 32 community partnerships were created to provide access to employment to Raphael House families
- 22,254 total number of nights families have stayed this fiscal year
- 289 families served with Bridge services
- 20,911 meals served
- 92% of children receiving onsite tutoring services showed improved reading levels
- 100% of children receiving academic support demonstrated improved performance within 12 months
- 97% 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

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Individuals</td>
<td>$737,058</td>
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<tr>
<td>Churches and Civic Groups</td>
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<td>Foundation Grants</td>
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<td>Corporations and Businesses</td>
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<td>Trust/Estate Gifts</td>
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<tr>
<td>Total Contributions and Gifts</td>
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<td>Special Events (net of special events expense)</td>
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<td>In-kind Goods and Services</td>
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<tr>
<td>Other Revenues</td>
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<tr>
<td>Net Assets Released From Restrictions (including funding received from prior year)</td>
<td>$901,965</td>
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**TOTAL UNRESTRICTED REVENUES & SUPPORT FOR FISCAL YEAR 2017**: $3,381,475

### EXPENSES

<table>
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<tr>
<th>Expense</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Program Expenses</td>
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<tr>
<td>Management and General</td>
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<tr>
<td>Fundraising</td>
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**TOTAL EXPENSES**: $3,392,553

Change in Unrestricted Net Assets

$$= $(11,078)$$
This past year we served 55 families in our Residential Shelter Program, & 86% of them moved from our shelter into stable, permanent housing. The Bridge Program served 289 families with a host of safety net services.
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
- 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
- Children’s programming
- K–12 academic tutoring and mentoring
- Scholarships for academic pursuits, extracurricular activities, and summer camp
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
- Family social activities and outings aimed at strengthening the family bond

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.
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, high-touch, 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. 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.

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


**AUGUST 1, 2016 - JULY 31, 2017**

**CORPORATE & COMMUNITY VOLUNTEER PARTNERS**

**TOTAL VOLUNTEERS:** 1,831

**TOTAL VOLUNTEER HOURS:** 11,182
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.
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

GIVE
59 Volunteers committed to come in regularly for a minimum of 6 months to work with Raphael House children and parents.
ANGELS
$100,000+
Institutions
George H. Sandy Foundation

PHILANTHROPISTS
$50,000+
Institutions
Barney’s New York, San Francisco Brewster West Foundation Calvary Presbyterian Church

Individual
Mrs. Lee Flynn

BENEFACTORS
$25,000+
Institutions
Anonymous
Children of Shelters
Crescent Porter Hale Foundation
Deutsche Bank
Ethel & Joseph Spatz Foundation
Walter & Elise Haas Fund

Individuals
Anonymous
The Rev. & Mrs. Norman Cram
Ms. Barbara S. Hager
Mr. Craig Martin & Ms. Karen Scarr
Ms. Laura Merling

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$10,000+
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Audi of America, Inc.
Bank of America Charitable Foundation
Bank of the West
Benificus Foundation
British-American Business Council
Dodge & Cox
Google Matching Gift Program
Evelyn & Walter Haas, Jr. Fund
I & G Charitable Foundation
Kaiser Permanente
Macquarie Group Foundation
Ed & Betty Manoyan Foundation
The Morrison & Foerster Foundation
PG&E Corporation Foundation
Qatalyst Partners
Serenity MedSpa
Time Inc - Instyle
Twitter, Inc.
US Bank

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Michael & Constance Laflamme
Michele Lee & Mr. Maco Stewart
Mr. Tom Miller, Jr.
Ms. & Mr. Margaret V. Sheehan
Terra & Erich Sollman
Mr. & Mrs. David Trujillo
Mr. Albert W. Wald

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Apple Matching Gifts Program
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DM3
First Tech Federal Credit Union
Genesys Telecommunications Laboratories, Inc.
William G. Gilmore Foundation
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SUSTAINERS
$2,500+
Institutions
Unity Lutheran Church

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Mr. Brandon Bruce
Ms. Rebecca Chavez
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FRIENDS

$500.00+

Institutions
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The Swig Foundation
National Charity League
San Francisco Chapter
JPMorgan Chase - Matching Gift Program
Johnson & Johnson Matching Gift Program
India Hicks
Herbert & Gertrude Halverstadt Foundation
Friends & Alumni of the
Open Classroom
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Carl Zimmerman
Mr. Mark R. Zitter &
Dr. Jessica Nutik-Zitter

We are grateful
for the generous support we
receive from our communi-
ty 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, 2016 –
July 31, 2017.

Please accept our sincerest
apologies for any inadvertent
inaccuracies or omissions.
Please contact Rob Taylor
at 415.345.7263 or
rtaylor@raphaelhouse.org
to report any corrections to
be updated in the
digital version of this
report. Thank you!