



Raphael  
House  
Inspiring Families.  
Illuminating Hope.

FISCAL YEAR 2017 - 2018  
ANNUAL REPORT



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Artwork by a child in Raphael House's  
Children's Evening Program



Photos by Anne Cirillo, Esteban Cortez & Drew Altizer Photography

# A LETTER FROM RAPHAEL HOUSE LEADERSHIP

## DEAR FRIENDS,

Thanks to the ongoing generous support of our donors, the conviction of our accomplished staff, and the determination of our passionate Board of Directors, fiscal year 2017 – 2018 continued to solidify Raphael House as a leading organization in the fight to end homelessness in San Francisco.

For over 48 years, Raphael House's unique, client-centric model has provided essential personalized and holistic services to families experiencing homelessness in the Bay Area. As we begin looking toward our 50th year, the organization continues to reflect on the community impact of our model. We pride ourselves in having served more than 22,000 individuals, with an average of 86% of families able to achieve stable housing upon leaving our Residential Shelter Program. As a part of this reflection, we ask ourselves, "What is the true nature of Raphael House's 'secret sauce' and what continues to make our model so successful?"

Our secret sauce is this: we have always believed that one size does not fit all when it comes to helping families experiencing homelessness, and that by empowering the individual, the family as a whole is strengthened. Our model's success is based on our very own brand of supportive case management that focuses on each person's holistic needs. Through this process, we support our families as they develop self-identified goals and we help individuals overcome systemic and personal barriers to success. By working with each family member individually—as well as the family as a whole—we strengthen the family bond while helping individuals develop the resilience needed to help break the cycle of poverty.

Despite the ever-changing nature of the communities we serve, our formula is still as relevant today as it was in 1971 and remains unique when compared to other homeless service providers.

Looking ahead to the next 50 years, Raphael House's successful model will continue to empower the families we serve. By helping our families break the cycle of poverty, their children will have a brighter future, ultimately transforming their lives and strengthening their communities.

On behalf of every parent and child who has participated in our programs, I want to thank everyone who has given their time and their resources to help us meet our mission. 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,



Marc Slater  
Executive Director



Scott Olson  
Chair of the Board of Directors



Raphael House Executive Director Marc Slater

**"Raphael House has always held the belief that one size does not fit all when it comes to helping families experiencing homelessness, and that by empowering the individual, the family as a whole is strengthened."**



## MISSION STATEMENT

**To help low-income families and families experiencing homelessness strengthen family bonds by achieving stable housing and financial independence.**

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 more than 22,000 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 unique 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 nearly 300 families each year.

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

**“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.”**





# RAPHAEL HOUSE HIGHLIGHTS FOR FY 2017-2018

## OUR IMPACT

Raphael House's unique model provides personalized and holistic services to Bay Area families experiencing homelessness. Here's how we impacted our community last year:



**86%**

of families who join our Residential Shelter Program go on to achieve long-term, stable housing



**94%**

of families in our innovative Bridge Program maintained stable housing



**100%**

of families in our Residential Shelter Program received financial education and training



**100%**

of children who receive our tutoring services demonstrated improved academic performance within a 12-month period



**80%**

of individuals who received Family Wellness Services demonstrated progress toward their self-identified goals



**71%**

of individuals enrolled in our Career Development Services became employed or increased income within 12 months

# OUR PROGRAMS

## RESIDENTIAL SHELTER PROGRAM

Our home-like Residential Shelter offers Raphael House families a dignified alternative to the typical emergency shelter experience. Our shelter provides short-term housing in a safe, clean, and sober family-centered community.

Families are able to grow as they get back on their feet while having access to comprehensive services that strengthen the whole family. These services empower each individual as they work toward achieving 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 in Raphael House's structured program.

### RESIDENTIAL SHELTER PROGRAM SERVICES:

- Private furnished rooms
- Nutritious family-style meals
- Intensive case management
- Housing search support
- Career development and job placement services
- Family Wellness services
- Financial, parenting, health, and wellness workshops
- Children's programming
- K-12 academic tutoring and mentoring
- Scholarships for academic pursuits, extracurricular activities, and summer camp

### YEAR IN REVIEW

**16,921 Bed Nights**

**15,042 Individual Meals Served**

**6.4 Months—Average Length of Stay**





# STORIES FROM OUR RESIDENTIAL SHELTER PROGRAM

Members of the Banks Family enjoy a cherished family recipe in our dining room.



## A TASTE OF HOME & A PINCH OF LOVE ♥

Raphael House provides families in our Residential Shelter Program with a stable home-like environment where they can comfortably work toward achieving their housing, financial, academic, and wellness goals. This warm, family-centered community is apparent throughout our shelter, but it is truly on display in our kitchen on Cultural Recipe Night.

Every week, families at Raphael House can submit their cherished family recipes to our dedicated kitchen team, who prepares and serves the delicious meal in our dining room.

For the Banks family—who found themselves experiencing homelessness after the passing of a loved one—Cultural Recipe Night allowed them to share recipes from their former hometown in Arkansas with other families in our shelter.

Our talented kitchen team prepared Ms. Banks' delicious smothered cinnamon chicken recipe, which was cooked for special family occasions back in Arkansas.

She has cooked the meal with her grandparents since she was 4 years old, but recent hardships have prevented her from sharing her food with others. For Ms. Banks and her family, this special dish is a reminder of her former home in the South.

Aside from serving daily meals (15,042 individual meals served last year), Raphael House also provides Bay Area families with a home-like shelter, children's services, family wellness, career development, and more. We can only continue to provide warm meals and other crucial services to Raphael House families with the support of our donors.

# OUR PROGRAMS

## BRIDGE PROGRAM

Once families transition from our Residential Shelter Program into stable housing, we are committed to helping them maintain their stability with ongoing case management and the resources they need to achieve financial independence and move toward a brighter future.

Our Bridge Program supports all Raphael House families for up to 18 years—or when their youngest child turns 18—after leaving our Residential Shelter Program. This unique program offers an extended community where parents and children are able to empower and support each other.

Last year, 94% of families who actively participated in Raphael House's Bridge Program maintained their long-term housing and financial stability.

### BRIDGE PROGRAM SERVICES:

- Intensive ongoing case management
- Career development and job placement services
- Community partner referrals
- Family Wellness services
- 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

### YEAR IN REVIEW

**236 Bridge Families Served**

**94% of Bridge Families Remain Stably Housed**

**91 Bridge Families Served with Case Management Services**





## “WHEN RAPHAEL HOUSE OPENED UP THEIR DOORS FOR US, IT WAS LIKE A HOME”

Christina and Della at Raphael House in 1999  
Below: Christina, Della and family in 2019



When Della and her family were evicted from their San Francisco apartment due to a building sale, she was devastated. It was 1999, and nearly impossible to find affordable housing in the Bay Area. Unable to pay the asking rents, she and her family were forced to stay in local hotels.

“There was drug use going on all around us, and the hotel blankets were so dirty,” Della says. Unable to make ends meet, she had to send two of her boys to Guatemala. Her then teenage daughter Christina stayed with her.

“Losing your home creates an atmosphere of anxiety and stress. Without a stable place, it tears your family apart because everyone has to separate,” she added.

After three months of hotel stays, Della and Christina were accepted into Raphael House, and say it felt like a home as soon as they walked through its doors. While here, Della was able to comfortably go to work and send Christina to school on time every day.

Della took advantage of the extensive services Raphael House offered. With the help of staff, she attended apartment open houses, and through Raphael House’s Comprehensive Savings plan, she secured more than \$4,000 in savings before leaving the Residential Shelter Program.

Today, Della and Christina are stably housed in San Francisco, and continue to practice everything they learned at Raphael House. They buy fresh and healthy food at the grocery store, and they budget wisely to increase their savings. Just recently, Christina’s teenage daughter Angela attended Raphael House’s annual college campus tour trip—an opportunity available to families in our Bridge Program.

“When Raphael House opened up their doors for us, we thought it was going to be like other shelters, but it was like a home,” Della says. “We always had food in our stomachs—it was just amazing how Raphael House did that for our family.”

# RAPHAEL HOUSE REVENUE & EXPENSES

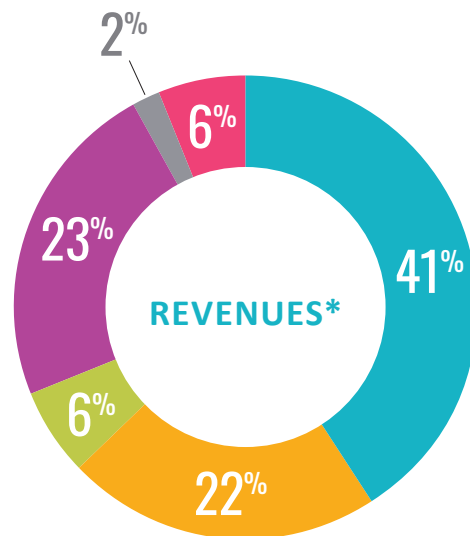


Raphael House is 100% privately funded and community supported, but what does that really mean?

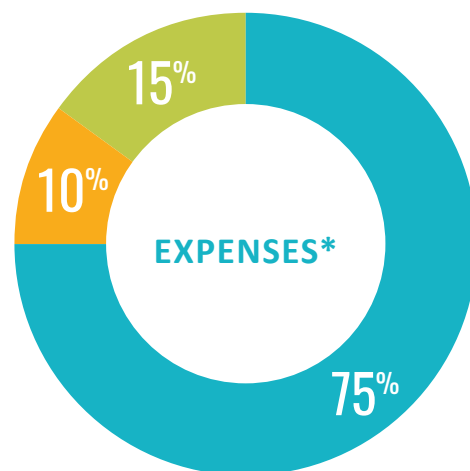
It means we are free to provide rapid, dynamic responses to the needs of our families, providing holistic support which recognizes that stable housing is just the first step on the path to recovery.

And this is only possible through the generous support of our community.

Here's a snapshot of how our community gave in FY 2017-2018:



- Individuals
- Foundations & Trusts
- Corporations & Businesses
- Fundraising Events
- Churches & Civic Groups
- Contributed Goods & Services



- Programs
- Administrative
- Fundraising

\*Revenue & Expenses for August 1, 2017 through July 31, 2018  
Full financials report is available at [www.raphaelhouse.org](http://www.raphaelhouse.org).





**Raphael House is a 100% privately-funded homeless shelter, meaning we are free to provide rapid, dynamic responses to the needs of our families.**



# RAPHAEL HOUSE VOLUNTEER HIGHLIGHTS

Nearly five decades ago, 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 in the kitchen or tutoring children, serving on various committees or cleaning up in our art room, Raphael House involves the community in all aspects of helping families build brighter futures.

Our interactive volunteer program gives individuals and groups the opportunity to make lasting impacts on the future of families experiencing homelessness. A diverse network of 2,052 volunteers supported Raphael House this year with 15,250 total hours of service. This collaborative model is key to our success, providing us with the flexibility required to help end family homelessness, together.

## YEAR IN REVIEW

2,052 Individual Volunteers

15,250 Volunteer Hours

1,679 Group Volunteers

256 Volunteer Projects

### Aramark Building Community

For the past several years, Aramark has partnered with Raphael House through its global volunteer and philanthropic program: Aramark Building Community (ABC) Day. This year, 63 Aramark volunteers helped Raphael House with painting, gardening, cleaning, and more. In total, Aramark donated \$13,000 for shelter upkeep projects, and 378 volunteer hours.



### Adopt-A-Family

Our Adopt-A-Family Program (left) allows families to celebrate the holiday season without putting their financial stability at risk. This program is possible thanks to our amazing donors and volunteers, who provided and helped wrap more than 1,000 gifts for nearly 200 families this year!

### Toddler Time

Volunteers like Julia Vitaro (below) help each week during Raphael House's Toddler Time, singing songs, painting pictures, and more. For toddlers, this hour offers a unique moment in their day to facilitate healthy physical, social, emotional, and cognitive growth.





# THANK YOU TO OUR CORPORATE & COMMUNITY VOLUNTEER PARTNERS



Raphael House relies on the support of volunteer partners to keep our Residential Shelter clean and comfortable. On behalf of the staff and families of Raphael House, we thank these organizations for the meaningful service they provide for our community:

80Twenty

Airbnb

AlliedPRA

American Eagle

AngelList

Appleseed Expeditions

Aramark

Baker Avenue

Barbagelata Real Estate

Brandeis

Brit+Co

Calvary

Community Housing Partnership

Convent

DemandForce

Dodge & Cox

Esurance

Facebook

Genesys

Google

Gymboree

Hood & Strong

Hotel Nikko

International High School

JLL

Kaiser

Raphael House Leadership Advisory  
Board

Linked-In

Maverick

ModCloth

National Charity League: San  
Francisco

National Charity League: Golden Gate

NorthMarq Capital (NAOIP)

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Random Acts

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San Francisco Federal Credit Union

San Francisco Spinsters

San Francisco Waldorf High School

Schwab

Service Corps

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Sojern

St. Brendan

St. John of God

St. Mary's

Startups Give Back

Stuart Hall

Summit Trail

Temple Emanu-El

Uber

Upstart Talent

Vanderbilt

Voya

Wells Fargo

West Portal International Homestay

Wetherby Asset Management

Young Neighbors in Action

Younger Women's Task Force

# RAPHAEL HOUSE WAYS TO GET INVOLVED

## 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 educational and professional development programs such as elementary or high school tutoring, children's program, resume building, ESL tutoring, computer classes, and more
- Contribute your time and expertise by providing professional services pro bono that benefit Raphael House and our families directly

## 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 logistics for our two largest fundraising events: Gobble & Give and our annual One Home, Many Hearts Gala

## GIVE

- Make a donation or start a fundraising campaign at [raphaelhouse.org/give](https://raphaelhouse.org/give)
- 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](https://raphaelhouse.org/volunteer)  
[raphaelhouse.org/give](https://raphaelhouse.org/give)

## CONTACT:

Kellen Sarver  
Volunteer Manager  
[ksarver@raphaelhouse.org](mailto:ksarver@raphaelhouse.org) | 415.345.7265





# RAPHAEL HOUSE EVENT HIGHLIGHTS



**1:** The arts and crafts table at Raphael House's annual Gobble & Give fundraiser. **2:** The Raphael House team at Chairity, a fundraising event hosted by Two Furnish. **3:** (Left to right) Gobble & Give Co-Chairs Kiley Mar, Nina Lay, and Genevieve Weeks—plus our generous event donors, sponsors, and volunteers—helped raise more than \$46,000 for Raphael House in November 2018. **4:** (Left to right) Co-Chairs Judy Davies and Susan Atherton

with jewelry designer Irene Neuwirth attend the Barneys New York Foundation fundraising event for Raphael House at Barneys New York in San Francisco. The event raised \$50,000 in 2018. **5:** The 2018 Gala Committee and donors helped raise more than \$775,000 at our 21st Annual "One Home, Many Hearts" Gala, setting a new record for our fundraising. **6:** (Left to right) Co-Emcee and Auctioneer Liam Mayclem poses for a selfie with former San Francisco Mayor Willie Brown, Co-Emcee Sumi Das, and Board Chair Scott Olson at our annual "One Home, Many Hearts" Gala.



# AUGUST 1, 2017–JULY 31, 2018

## DONOR HONOR ROLL\*

### ANGELS — \$100,000+

#### *Institutions*

George H. Sandy Foundation

#### *Individual*

Anonymous

### PHILANTHROPISTS — \$50,000+

#### *Institutions*

Barneys New York, San Francisco

#### *Individual*

Anonymous

Lee and Russ Flynn

### BENEFACTORS — \$25,000+

#### *Institutions*

Anonymous

Calvary Presbyterian Church

Children of Shelters

Crescent Porter Hale Foundation

Dodge & Cox

Evelyn & Walter Haas, Jr. Fund

Maverick Capital Foundation

Ethel and Joseph Spatz

Foundation

#### *Individuals*

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Melissa and Jan Koerner

Kelly and Ben Kovacs

### PATRONS — \$10,000+

#### *Institutions*

Advantest

Audi of America, Inc.

Bank of America Charitable Foundation

Bank of the West

California Foundation For

Stronger Communities

First Tech Federal Credit Union

GGs Foundation

I & G Charitable Foundation

Magistro Foundation

Ed and Betty Manoyan

Foundation

The Morrison & Foerster

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Pacific Gas and Electric Company

Qatalyst Partners

Simpson Thacher & Bartlett

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US Bank

#### *Individuals*

Anonymous (2)

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Ralph H. Britton and Betty A. Britton

Brett Bush and Kate Murphy

Mr. Bruce Colman

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Ms. Lynn Davidian

Glyn and Judy Davies

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Charlotte and Nick Giovanni

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Marny and Andrew Homan

Erin and Adam Hupp

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Nick Martin

Danielle and Jon Mewes

Betty J. Schreiner, M.D.

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Mr. Milo Watanabe

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Shelly Youree

### GUARDIANS — \$5,000+

#### *Institutions*

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Cooley LLP

Carl Gellert & Celia Berta Gellert Foundation

Google Matching Gift Program

William G. Gilmore Foundation

Hinman & Carmichael

JEC Foundation

Kaiser Permanente

Levi Strauss Foundation

National Charity League San

Francisco Chapter

Nordstrom

Pacific Union

Perkins Coie Foundation

William E. Simon Foundation, Inc.

#### *Individuals*

Maureen Aggeler

Vanessa Benavides and

Sheila Bryant

Rob and Susie Buckley

Brad Crawford and Tom Cooke

Adam D'Augelli

Nicole Elliot and Mark Karvosky

Ali Esfahani and

Mahkameh Rahimi

Matthew Fisher

Jeff Gray

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Clarke Holland

Brice C. Jones

Barbara Latour and Tom Latour

Michele Lee and Maco Stewart

Mark and Amy Loughran

Ryan Mahoney

Jennifer and Adam McDonough

Tom Miller and Cindy Dickeson

Justin Mrazik

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Molly O'Brien and

Michael Strand

Laurie Olshansky

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Wm. C. and Mary Carlos Pattison

Rick and Christina Saveri

Erich and Terra Sollman

Alex Tosi

Geisha Williams and Jay Williams

Mr. and Mrs. James Wintersteen

Anne M. Zucchi

### SUSTAINERS — \$2,500+

#### *Institutions*

America's Best Local Charities

Aramark

Bill Graham Supporting

Foundation

Clover Stornetta Farms

S.H. Cowell Foundation

Cox Foundation

Malcolm Cravens Foundation

Eli & Mae Rosen Foundation, Inc.

Elinor Smith Charitable Trust

The Episcopal Church of St. Mary the Virgin

The Geomar Foundation, Inc.

Gordon & Rees

The William Hancock Family Fund

Hanna Winifred Lavin Fund

Harold L. Wyman Foundation

Highland Technology, Inc.

PNC Foundation

Robert K. & Barbara J. Straus Family Foundation

Upstart Talent

#### *Individuals*

Patrick and Rosemary Chiang

Darius and Priscilla Contractor

Jocelyn and Kevan Corbett

Rick and Victoria Dade

Scott and Amy Dadich

Leif and Brittany Dautch

Mr. Matthew D. Davis and Ms. Karla Ellis-Davis

Guillaume and Harriet de Pracomtal

Elizabeth and Luke Dollar

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Josselyn and Matt Eccleston

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Ms. Jo Kennedy

Rachel Khong

Chris Kirman

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Aimee LaFont Leifer and

Tjarko Leifer

Amy and Afsheen Lebastchi

Greg and Selina Martin

Craig Martin and Karen Scarr

Dan and Bayley McKenna

Terrence J. Mech

Marion G. Miles

Ryan Mrazik

Mark Neinberg and Jody Zaitlin

Michael Oliva and Michael Booth

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Ethan and Gretchen Salter

Margaret V. Sheehan

Kimberly Shields

Mark Sopp and Becky Zegar

Claus and Wendy Strand

Mark and Chloe Sugarman



# AUGUST 1, 2017–JULY 31, 2018

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Mike Thiel and Marcie Vu  
Lance W. Thomson  
Nic and Claudia Volpi  
Ms. Anne E. Waters and  
Mr. Stephen Buffi  
Vanessa and Duncan Welstead  
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Marcelene Wolford  
Peggy and Lee Zeigler

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#### *Institutions*

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Bloomberg  
Bobac CFS Corp  
Burr Pilger Mayer  
Business Capital  
Charles Schwab Foundation  
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Campaign  
Community Thrift Store  
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Deutsche Bank US Matching  
Gifts Program  
The Robert and Coley Elder  
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— Matching Gifts Program  
Genentech Employee Giving  
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Private Charitable Foundation  
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TuTu School  
United Way of Greater Atlanta  
Karol Uryga-Nawarowski  
Foundation  
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Association  
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Voya Foundation  
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Rosati Foundation  
Wonderful Giving

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Randall Alifano  
Owen Allen and  
Angeline O'Donnell  
Christine Angeles and  
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*Please accept our sincerest apologies for any inadvertent inaccuracies or omissions. Please contact Rob Taylor at 415.345.7263 or [rtaylor@raphaelhouse.org](mailto:rtaylor@raphaelhouse.org) to report any corrections to be updated in our online report. Thank you!*



“As soon as I got to Raphael House, I felt the energy, love, and care from the staff. It changed my whole outlook of my entire situation.”

— RAVEN S., FORMER RAPHAEL HOUSE RESIDENT





Raphael  
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