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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
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.

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

100% of families in our Residential Shelter Program received financial education and training.

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 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
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.
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”

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 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.

*Revenue & Expenses for August 1, 2017 through July 31, 2018
Full financial report is available at 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.
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.
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
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DemandForce
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San Francisco University High School
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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
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
• 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
raphaelhouse.org/give

CONTACT:
Kellen Sarver
Volunteer Manager
ksarver@raphaelhouse.org | 415.345.7265

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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.
### ANGELS — $100,000+

**Institutions**
- George H. Sandy Foundation

**Individuals**
- Anonymous

### PHILANTHROPISTS — $50,000+

**Institutions**
- Barneys New York, San Francisco

**Individuals**
- 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**
- Anonymous
- Keith and Priscilla Geeslin
- Anonymous (4)
- Individuals
- Anonymous
- Melissa and Jan Koerner
- Cindy and John Locher
- Anonymous (2)
- Individuals
- William E. Simon Foundation, Inc.
- Gordon & Rees
- US Bank

### PATRONS — $10,000+

**Institutions**
- Adventest
- 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
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- Pacific Gas and Electric Company
- Qatalyst Partners
- Simpson Thacher & Bartlett

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Please accept our sincerest apologies for any inadvertent inaccuracies or omissions. Please contact Rob Taylor at 415.345.7263 or rtp@raphaelhouse.org to report any corrections to be updated in our online report. Thank you!

Raven experienced homelessness as a teenager and feels lucky to have stayed at Raphael House with her family. She now works in tech, is stably-housed in the Bay Area, and gives back to Raphael House by volunteering.

“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