





ANNUAL REPORT









FROM OUR EXECUTIVE DIRECTOR



DEAR FRIENDS.

For 50 years, Raphael House's dedicated team has been essential in caring for some of the most vulnerable members of our community, and our donors and volunteers have been essential in helping us overcome the many hurdles we were presented with this past year.

At the start of the COVID-19 crisis, Raphael House was at risk of cutting our crucial services that since 1971 have helped families experiencing homelessness break the cycle of poverty. Thanks to the outpouring of contributions from you—our generous community—Raphael House has continued to provide care and stability to Bay Area families without interruption.

Whether you made a monetary donation, donated cleaning supplies or face masks, purchased backpacks for our students, participated in our online gala, or volunteered virtually, every contribution has made an impact towards ending family homelessness in the Bay Area. We are grateful to be celebrating our 50th anniversary with you!

On behalf of the Raphael House Board, our staff, and most importantly the families in our programs: thank you to everyone who stepped up to support Raphael House in Fiscal Year 2020-2021! We are grateful to have you by our side, this year and every year.

With gratitude,

Marc Slater
Executive Director





ABOUT RAPHAEL HOUSE



OUR MISSION

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.

WHO WE ARE

Since 1971, Raphael House has been at the forefront of providing homeless and low-income families in the San Francisco Bay Area personalized family-centered solutions to build brighter, independent futures. Raphael House is a 501(c)(3), **private community-supported** nonprofit organization. Our success rate is unmatched: more than 85% of Raphael House families go on to achieve stable housing and financial stability.

PHILOSOPHY ON HOMELESSNESS

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 VISION & VALUES



VISION

We see a future where every family has a home and is economically self-sufficient.

OUR VALUES

SUCCESS – We believe in the power of self-determination and know that every individual is capable of defining and achieving their own success. We promote personal accountability, honesty and ownership.

DIGNITY — We treat every individual at Raphael House with dignity and respect. We provide our services in a healing environment where individuals are empowered and supported in making their own choices and paving the way to success.

DIVERSITY – Our staff and board embrace the diversity of the community that we serve. We seek to create an environment that is inclusive of all backgrounds, beliefs and abilities.

FAMILY — We create a safe, stable environment that sets the stage for families to bolster strength and independence. We foster deep relationships with our families, staff, board and supporters that strengthen the ability of each individual to create positive change.

PARTNERSHIP — We partner with our families by providing the resources and support needed for their individual success. Our partnering approach involves building a strong network of individuals, businesses, non-profits and patrons and results in positive change for the community at large.



OUR PROGRAMS







RESIDENTIAL SHELTER PROGRAM

Our stable, home-like Residential
Shelter provides families of all types a
warm and safe family-centered
community. Each family is provided
with their own **private** residential room,
daily nutritious meals, and clothing.

While at Raphael House, parents participate in a wide range of services that strengthen the whole family as they work toward achieving long-term stable housing and financial independence.

BRIDGE PROGRAM

Through our post-shelter Bridge
Program, we are committed to helping
families reach and maintain long-term
stability by supporting them with the
resources and connections they need
to move beyond poverty.

Once families leave our shelter and join our Bridge Program, they have access to a variety of services that help overcome barriers to maintaining housing and achieving financial stability.

Services through our Residential Shelter and Bridge programs include:

- Private furnished rooms*
- Nutritious family-style meals*
- Intensive case management
- Housing search support
- Career Development Services
- Family Wellness Services
- Financial, parenting, health, and wellness workshops

- Comprehensive savings plan*
- Evening programming and activities for children and families
- K-12 academic tutoring
- Scholarships for children for tutoring, extracurricular activities, and summer camps
- Special events for children and families

*Residential Shelter service only



OUR SERVICES



CASE MANAGEMENT

Families who participate in our Residential Shelter and Bridge Programs have access to family-centered case management services to achieve and maintain long-term stable housing. Supportive services are tailored to each family's unique needs as they work toward their self-identified goals in areas such as housing, budgeting and finance, and community resource connection.

FAMILY WELLNESS SUPPORT

Our strength-based and client-centered services are designed to help families heal from past traumas, grow stronger together, and move forward in life feeling confident and prepared to succeed. Services include initial assessments that focus on a family's strengths, behavior plan building for children, external referrals for clinical support, and wellness check-ins with Raphael House staff to help families achieve their individual goals.

CAREER DEVELOPMENT

Raphael House's Career Development Services offer employment, education and financial guidance that help families grow their careers, achieve better wages, and maintain stable housing. Through our Residential Shelter and Bridge Programs, clients are provided with family-centered Career Development Services to identify and address barriers to their career and educational ambitions in order to help families achieve success and financial independence.

CHILDREN'S SERVICES

Our Children's Services are part of an interactive model of engagement in which we work closely with both children and their parents. We use a combination of structure, play, and parent education to foster each child's development, reinforce healthy family bonds, and build self-confidence. In addition, Raphael House provides thorough K-12 academic support to children in our Tutoring Clubs to help ensure they reach and maintain success in school.



A FAMILY'S PATH AT RAPHAEL HOUSE

At Raphael House, we provide families with the personalized and family-centered support necessary to achieve long-term stable housing and financial stability. Here's how we partner with families to support them in achieving their goals.

1. Entry Referrals



Families experiencing homelessness in San Francisco are referred to Raphael House through Coordinated Entry Access Points. On average, **51** families are welcomed to Raphael House each year, and two-thirds of families are headed by single moms.

2. Moving In



Once families complete an intake interview at Raphael House, they are provided with a private room and three daily meals in our Residential Shelter. As families settle in, they are connected with a case manager who will support them in achieving self-identified goals.

3. Finding Housing



While a family is at Raphael House, they are supported in looking for long-term, stable housing. Families partner with a case manager who helps with exploring viable housing options, conducting online searches, filling out applications, attending viewings, etc.

4. Holistic Support



All families have access to specialized support for their educational and career development goals. Raphael House also provides K-12 tutoring, family wellness support, financial coaching, summer camp scholarships, and weekly activities to help strengthen family bonds.

5. Moving Out



In 2021, **92**% of families transitioned to long-term, stable housing. The average length of stay for a family at Raphael House is **6 months**. To support with the transition, departing families are provided with household essentials and connections to community resources.

6. Post-Shelter Care



Through our post-shelter **Bridge Program**, Raphael House continues to provide wellness, career, and financial services to families so they can remain housed and stable. Last year, **91**% of families in our Bridge Program maintained their long-term, stable housing.



STORIES FROM OUR RESIDENTIAL SHELTER

EMPOWERING HARD-WORKING FAMILIES LIKE MAISHA'S

Maisha and her two sons were stably housed for years in the Bay Area, but experienced homelessness when their landlord stopped accepting their housing voucher. They shortly after moved in with family, but due to overcrowding and instability, Maisha made the difficult decision to sleep in their car at night.

As soon as the family was welcomed into Raphael House's Residential Shelter Program, Maisha partnered with her case manager to achieve her housing and financial goals. During her 6-month stay at Raphael House, she remained focused, and achieved the following:

- Paid off over \$7.500 of credit card debt
- Saved \$2,000 through our Comprehensive Savings Plan
- Increased her credit score by 100 points

Not only that, she also celebrated her son Noah's high school graduation in the summer a major accomplishment considering drop-out rates are higher for students experiencing homelessness.

Despite challenges presented by the pandemic, Maisha persevered. While at Raphael House, she applied for and was hired for a full-time position with SFUSD.

After a long housing search, her family is now stably-housed in a below-market rate apartment in San Francisco, where the family can focus on achieving their future goals.

We're so proud of Maisha and her family!









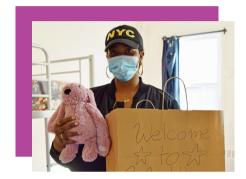
OUR IMPACT FISCAL YEAR 2021

At Raphael House, we partner with families experiencing homelessness as they work toward achieving long-term stable housing and financial independence. Ours is a nurturing and supportive process that emphasizes the importance of strong families and personal dignity.

We take a highly collaborative approach and customize services for each family. We believe each individual has the ability to achieve their own success. Here's a snapshot of how we positively impacted our community last year:



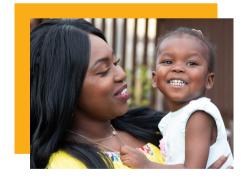
164
Families served through our Programs



Families served through our Residential Shelter
Program*



Families served through our Post-Shelter Bridge Program



Families provided with direct aid funds to mitigate barriers to family stability



92%
Of families transition from our Residential Shelter to stable housing



of families served by our Bridge program have maintained stable housing

91%



COVID-19 FAMILY STABILITY SERVICES



SUPPORTING FAMILIES THROUGH THE COVID-19 CRISIS

When the Bay Area Shelter-In-Place order went into effect a year ago, the Raphael House team took immediate action to keep our community safe and housed. We soon realized the negative impact the pandemic had on families we serve: many faced layoffs and reduced work hours, and as a result fell behind on rent, mortgage, and utility bills.

In direct response, Raphael House introduced our Financial Assistance for Family Stability services, providing direct aid to families so they remain housed and financially stable.

One recipient of assistance was Yesenia (pictured above), a hardworking mother of three in our post-shelter Bridge Program. Both she and her husband were laid off from their jobs at SFO due to pandemic-related closures, and soon after needed help paying their rent. Through our Family Stability services, Raphael House provided them with funds to cover rent, allowing them to maintain the housing they had worked so hard to secure.

Through our Family Stability Services, Raphael House provided financial aid to:



51* FAMILIES, INCLUDING...



183



115 CHILDREN

*29 families received funding for rent; 12 families received funding for utility bills; 4 families received funding for food & clothing; 6 families received funding for other expenses.



OUR 50-YEAR IMPACT



FIVE DECADES OF FAMILY-CENTERED SOLUTIONS TO HOMELESSNESS

In 1971, a group of passionate, committed volunteers established Raphael House as a caring, temporary home for single mothers and their children experiencing homelessness.

In its 50-year history, Raphael House has grown to provide supportive services to thousands of Bay Area children and parents of all types, emphasizing the importance of strong families and personal dignity.

With a proven track record that spans more than five decades, Raphael House offers families holistic supportive services and the tools they need to build brighter futures.

Raphael House has received several prestigious management awards, including the John R. May Award from the San Francisco Foundation, the Management Center's Award for Excellence in Nonprofit Management, and the Sara Lee Leadership Award.

In the past 50 years, Raphael House has provided shelter and services to:



20,000+ INDIVIDUALS



4,296 FAMILIES



8,038 CHILDREN



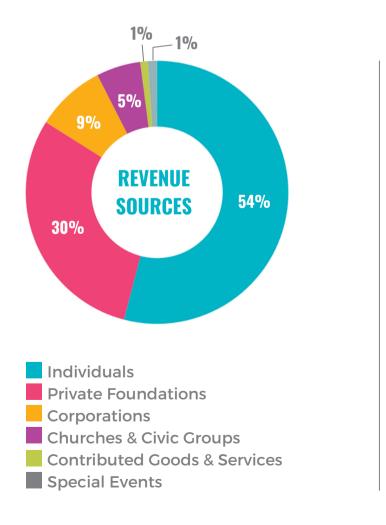
REVENUE & EXPENSES

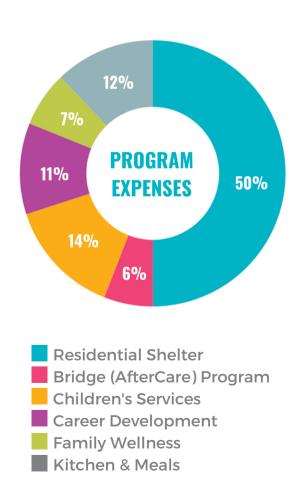


Since its founding, Raphael House has remained a privately-funded and community-supported organization, but what does that mean?

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 donors gave last year:





^{*}Revenue and expenses for Aug 1, 2020 through July 31, 2021. Full report is available at www.raphaelhouse.org.



EVENT SPOTLIGHT

THANK YOU TO OUR 2020 GALA CORPORATE SPONSORS!

CHILDREN'S ROOFTOP PLAYGROUND SPONSOR





CHILDREN'S LIBRARY SPONSORS











TODDLER ROOM SPONSORS









JPMORGAN CHASE & CO.



STORY TIME ROOM SPONSOR



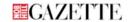


CHILDREN'S ART ROOM SPONSOR





2020 MEDIA SPONSOR



2020 SHOPPING PARTNER



THANK YOU TO OUR 2020 GALA FAMILY SPONSORS

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Craig Martin and Karen Scarr
Edward and Kate Smith
Erich and Terra Sollman
Molly O'Brien and Michael Strand
Michalia and Kaj Van de Loo
Brigitta and Markham Whiting
The Green Cross



EVENT SPOTLIGHT

AN EVENT LIKE NO OTHER: OUR FIRST EVER VIRTUAL GALA

At the start of the COVID-19 crisis in 2020, Raphael House had to postpone our annual in-person Gala, which raises 25% of our annual budget. As a private community-funded organization, this decision to keep our community safe put us at risk of cutting services that support families experiencing homelessness.

Luckily, our wonderful community and amazing Gala co-chairs Molly O'Brien and Laura Kim stepped up to make our 23rd annual Many Homes, Many Hearts virtual Gala on Saturday, September 12th an incredible event! We welcomed many special guests, including Amanda King, Michael Franti, host Liam Mayclem, and a fun after-party hosted by DJ Umami.

We are thrilled that our generous supporters helped us raise over \$410,000!

All proceeds from our Gala go to Raphael House and our programs that help families on their path to achieving longterm housing, financial stability, and breaking the cycle of homelessness.

Couldn't join us for our Gala? Watch the entire program at raphaelhouse.org/gala











(1) One Home, Many Hearts Gala Host Liam Mayclem (2) Jazz singer and former Raphael House resident Amanda King dazzled us with two beautiful performances (3) The 20/20 Productions crew ensured a smooth run of show (4) From left to right: Virtual guests Chris Holcomb, Ruth Holcomb, Claus Strand, Michael Strand, and Gala Co-Chair Molly O'Brien (5) We ended our Gala celebration with a fun virtual dance party with DJ Umami



VOLUNTEER SPOTLIGHT

Thank you to the following companies and organizations for volunteering in 2020-2021!

(TICU) at CPMC Van Ness Campus 9 East Oncology at CPMC Van Ness Campus **Angels in Denim Aragon DIY Club** Aramark **Building Impact** Calvary Presbyterian Church **Calvary Nursery School Cathedral School for Boys** Cigna Healthcare Coinbase Dodge & Cox Github Google Hamlin School **Helix Electric ICONIQ** Capital Johnston, Kinney & Zulaica LLP **Junior League San Francisco** Merrill Lynch Wealth Management Advisor National Charity League Golden Gate **National Charity League San Francisco New Antioch Baptist Church** Northern California Temple School Alums Pfizer **Project Care Raymond James** Salesforce **Service Corps** Stuart Hall & Convent **Town School** Vova Waldorf School

Go to raphaelhouse.org or email our Community Engagement Manager Kellen at ksarver@raphaelhouse.org to get involved with your company, friends, or family!

Wildflower Health

Workday



For 50 years, volunteers have been essential in our mission to help families experiencing homelessness in the Bay Area. In fact, Raphael House remained a 100% volunteer-run organization until 1991 when it was established as a 501 (c)(3) nonprofit organization.

Our founding spirit of service continues to this day. It truly is thanks to the many wonderful Raphael House volunteers that we have served **more than 20,000** parents and children since 1971.

Throughout the pandemic, volunteers supported us remotely in creative ways such as making and donating face masks, creating activity kits for kids, and producing informational videos for families on topics ranging from career development to family wellness.

Despite the challenges of the past year, our dedicated volunteers collectively contributed:



3,120 VOLUNTEER HOURS



197
REMOTE VOLUNTEERS



34
DONATION DRIVES



OUR VISION FOR THE FUTURE



At Raphael House, we partner with families by providing the resources and support they need to achieve their own distinctive success.

Our collaborative approach involves building a strong network of individuals, businesses, nonprofits, and patrons to grow our capacity and aid in the long-term stability of families.

Looking ahead to the next 50 years, we are embracing a strategic vision that will evolve our holistic model of support to actively help prevent family homelessness. This includes:



Expanding our housing assistance-focused case management



Grow our direct aid Financial Assistance for Family Stability services



Continue to provide postshelter services to increase family self-sufficiency

With poverty prevention being a key aspect of this vision, the scope of this commitment will depend on us significantly increasing our programmatic funding, and will require us to exponentially increase our community network of support.

The resulting outcome will have a positive impact for the overall San Francisco Bay Area community.



2021 BOARD OF DIRECTORS

Raphael House's Board of Directors is composed of local community leaders whose volunteer work and professional experience provide the expertise and passion necessary to lead an agency dedicated to assisting the special needs of San Francisco families experiencing homelessness. We thank the following dedicated Board of Directors for their commitment to our mission and families during this most unprecedented year:

THOMAS MILLER (Chair)

Multi-Family Housing Developer & Community Activist

LAURA LARSEN (Vice Chair, Former Secretary)
Community Volunteer

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Services at Bank of the West - BNP Paribas



AUGUST 1, 2020 - JULY 31, 2021

Raphael House is 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.

LEGACY SOCIETY GIFTS

Miss Anne Mukofsky* Ms. Viola O. Vallejos* Ms. Charlotte M. Williamson*

ANGELS — \$100K+

Ms. Charlotte M. Williamson*

PHILANTHROPISTS — \$50K+

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BENEFACTORS — \$25K+

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United Way of the Bay Area
The Walter & Elise Haas Fund

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Foundation

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AUGUST 1, 2020 - JULY 31, 2021

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AUGUST 1, 2020 - JULY 31, 2021

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AUGUST 1, 2020 - JULY 31, 2021

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