



**Raphael  
House**  
Inspiring Families.  
Illuminating Hope.

# ANNUAL REPORT

**FISCAL YEAR 2024**  
AUG 1, 2023 - JULY 31, 2024





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# A NOTE FROM OUR LEADERSHIP

## FROM OUR BOARD CHAIR

You don't win games with talent alone. Before my career in real estate, I played professional basketball, and I now coach youth leagues for my kids. I've always been drawn to teams. At their best, they bring together people with different strengths, working toward something greater than themselves. That's exactly what's happening at Raphael House right now.

Our staff, volunteers, board, and community have stepped up in extraordinary ways this year. As the need for shelter and support continues to grow across the Bay Area, the team at Raphael House has done more than just hold the line, they've built on it. Together, we've welcomed families with compassion, offered them the tools to move forward, and remained a steady presence through a time of uncertainty for many.

We are in a new era, not just at Raphael House, but across the landscape of homelessness and housing in San Francisco. According to the 2024 San Francisco Point-in-Time Count, 405 families were experiencing homelessness, marking a 94% increase since 2022. That's a staggering number. Behind it are hundreds of parents and children facing impossible decisions. It's why our model, which centers stability, dignity, and long-term support, is more important now than ever before.

This past year, as family homelessness increased dramatically across our city, the work happening at Raphael House became more important than ever. And through it all, our model continued to prove itself. Families exited shelter into stable housing. Children made academic progress. Parents advanced in their careers.



As Board Chair, I see it as my role to help introduce more people to this work. More of our community needs to know what an amazing place Raphael House is and how real the impact can be. If you're reading this, you're already part of that story. And I hope you'll stay with us as we continue to grow, evolve, and support more families on the road to stability.

Thank you for helping make this mission possible.

**TOM POSER**



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# A NOTE FROM OUR LEADERSHIP

## FROM OUR NEW EXECUTIVE DIRECTOR

I am honored to join Raphael House, an organization driven by compassion, dedication, and an unwavering commitment to supporting families on their path to permanent housing. From my first interactions with this team, I have been inspired by the depth of care and expertise that fuels our work, and I am excited to collaborate in strengthening and expanding our impact. .



My connection to this mission is deeply personal. A loved one's experience with homelessness has shaped my commitment to ensuring that families have access to stability, resources, and hope. I share your dedication to empowering families to achieve long-term stability and believe that every family deserves a trusted, supportive community to help them navigate challenges.

As we face a rising need for family housing solutions, I believe our work at Raphael House has never been more critical. I envision a future where we build on our incredible foundation by expanding resources, strengthening partnerships, and ensuring financial sustainability—so that we can provide the highest level of care to the families we serve.

Above all, I am convinced that when mission-driven teams unite with a shared commitment to growth and support, transformational change is possible. I am committed to listening, learning, and leading in partnership with our team, board, donors, and community. Through our collective efforts, we will create lasting pathways out of homelessness and partnering with families to achieve the futures they deserve.

I am grateful to be on this journey with you and excited for all that we will accomplish together.

**TINA BURGELMAN**





## OUR STORY

Founded in 1971, as San Francisco's first shelter designed for entire families, Raphael House set a new standard of care. Since then, we have continued to offer a supportive environment that respects the dignity and potential of every parent and child who walks through our doors.

Today, we assist approximately 800 individuals annually, providing wraparound comprehensive services that include housing support, career development, children's programming and academic assistance, financial education, and case management.

Our programs are grounded in a long-term commitment. Families can access services through our Bridge Program for up to 18 years after leaving shelter. In the past 10 years, an average of 87 percent of families in our Residential Shelter have transitioned into stable housing, and 93 percent have maintained that stability through our Bridge Program.

Throughout recent challenges such as the COVID-19 pandemic, Raphael House remained open and responsive to the evolving needs of families. We adapted our services to meet new demands, including expanded financial assistance and virtual programming, ensuring uninterrupted support during times of crisis.

None of this work would be possible without the generosity and dedication of our community. Donors, volunteers, and partners continue to power our programs and walk alongside our families every step of the way.

Now, as Raphael House enters a new era, we do so with clarity, momentum, and hope. Our mission remains unchanged, and our resolve has only deepened. With your support, we will continue to adapt, grow, and build a stronger future for families across the Bay Area.



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## OUR MISSION & HISTORY



### ON AVERAGE

We serve **800** individuals every fiscal year.

### OVER THE PAST 10 YEARS

**87%** of our families transition from our Residential Shelter to stable housing



**93%** of engaged Bridge Program families maintain stable housing



### IN OUR HISTORY

We have served **10,000** families

with over **4,500** served in our Residential Shelter.





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## THE RAPHAEL HOUSE **FAMILY JOURNEY**

At Raphael House, we believe that achieving long-term housing stability requires more than just temporary shelter. Our programs are designed to support the whole family, offering personalized, comprehensive services that create a pathway from crisis to independence.





## 1. Moving In

Each family we serve is referred to Raphael House through San Francisco's Department of Homelessness and Supportive Housing's Coordinated Entry Access Points located throughout the city, which serve as community gateways into the city's Homelessness Response System. Over the past 10 years, an average of 44 families are welcomed to Raphael House each year, and many of our families are headed by single moms.



## 2. Our Residential Shelter

Our Residential Shelter provides families with a safe, stable, and welcoming environment. After the referral and intake process, each family receives a private, fully furnished room, three nutritious meals per day, clothing, and other essential supplies. Families typically stay with us for a minimum of four months, with extensions granted on a case-by-case basis depending on individual needs and circumstances. While in shelter, families work closely with case managers and participate in services that strengthen family bonds, address barriers to housing, and support long-term financial independence.



## 3. Moving Out

In 2024, 82% of Residential Shelter families transitioned to long-term, stable housing. When leaving our shelter, our case managers connect our families to local resources and help ease the transition by providing direct aid such as assistance with moving expenses, new clothes, and apartment kits that include essential supplies for a fresh start.



## 4. Our Bridge Program

Our unique Bridge Program ensures that families continue receiving support after exiting shelter, with services available for up to 18 years. This long-term connection helps families stay housed, financially stable, and supported through life's changes. Services are flexible and relationship-based, designed to meet the evolving needs of each family. Last year, 95% of engaged families in our Bridge Program maintained their stable housing.





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## OUR PROGRAMS



### OUR SERVICES INCLUDE

- Holistic, intensive, family-centered Case Management
- Private furnished rooms\*
- Three nutritious meals, daily, through our personalized Meal Program\*
- Housing search support
- Parenting, health, and wellness supports
- Career Development Services
- Financial Literacy Services, including a comprehensive savings plan
- K-12 academic tutoring
- Scholarships for children for extracurricular activities, and summer camps
- Special events for children and families, like birthdays and holiday celebrations
- Supplies and direct aid to help with the transition into long-term housing

\*RESIDENTIAL SHELTER SERVICE ONLY

## CASE MANAGERS

Each family in our Residential Shelter Program is assigned a case manager who acts as their advocate, ally, and coach throughout their stay. In addition to helping with any immediate needs, the case manager collaborates with the family to develop a long-term plan for securing a stable income, arrangements for childcare and education, and permanent housing.

## CHILDREN'S SERVICES

On average, children experiencing homelessness have a lower chance of graduating high school, with higher rates of chronic absenteeism. Raphael House believes every student should have the best resources for success, and through our K-12th grade tutoring services, our staff provides intensive one-on-one assistance to help students improve their academic performance and social-emotional learning. Last fiscal year, 100% of participating students showed academic improvement, and 100% showed improvement in their socio-emotional behaviors.





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## THE PEOPLE BEHIND **OUR PROGRAMS**

"Working at Raphael House has allowed me to understand that supporting unhoused families isn't solely about providing shelter—it's about supporting families in rebuilding their sense of confidence and autonomy."

**WHEN FAMILIES FEEL SEEN, RESPECTED, AND EMPOWERED TO MAKE DECISIONS FOR THEMSELVES, THAT IS WHEN LASTING CHANGE BEGINS."**



**Ashley Wagoner**  
Case Manager

**Mariah**  
Former Resident



"At Raphael House, we found more than just shelter. We discovered counseling, essential resources, and a community that understood our struggles. I formed a special connection with my counselor, Ashley Wagoner."

**WHO GUIDED ME THROUGH THE HEALING PROCESS AND HELPED ME REGAIN MY FOOTING.**

Eventually, I found a place we could call home. I knew we couldn't have done it without the help of Raphael House and the unwavering support of Ashley."

"I cherish the experience and honor of tutoring many students over the years, especially students whose journeys I have had the pleasure to share for several successive years."

**THE COMMITMENT AND EFFORT THESE YOUNG PEOPLE PUT INTO ACHIEVING A GOOD FUTURE FOR THEMSELVES IS SO INSPIRING."**



**Ralitza Doynova**  
Children's Services Manager

**Iryna's son Damian**  
Former Resident



"They organized a variety of different activities: art, ping pong, a creative slime experience, and so much more. The kids were excited! The time, care, and big, loving hearts of all the Raphael House staff members and volunteers makes a big difference for those who are going through difficult times."

**WE APPRECIATE ALL THEY HAVE DONE FOR US FROM THE BOTTOM OF OUR HEARTS. "**



## OUR STORY CONTINUES

Raphael House remains one of the few family shelters in the Bay Area focused on addressing the persistent and growing crisis of family homelessness. A growing body of research and data confirms what Raphael House has known for decades: housing alone is not enough to help those facing homelessness, but it is the first critical step. That is why our model offers holistic, long-term support tailored to each family's unique strengths and needs.

The need for our services has never been more urgent. According to the 2024 San Francisco Point-in-Time (PIT) Count, 405 families were experiencing homelessness, a 94 percent increase since 2022. Of those families, 130 were unsheltered, meaning they were living on the streets, in vehicles, or in places not meant for habitation. These numbers likely underrepresent the true scope of the issue. PIT counts often miss families who are temporarily staying with others, living in motels, or sleeping in their cars. While 8,323 individuals were counted as homeless on a single night, it is estimated that more than 20,000 people access homeless services in San Francisco over the course of a year. For every person who finds stable housing, three more become unhoused.

These families are often navigating multiple overlapping barriers to housing and financial stability, including lack of affordable childcare, barriers to education, domestic violence, language barriers, underemployment, and immigration-related legal issues. At Raphael House, we believe no family should face these challenges alone, which is why we provide a seamless customized experience for our families navigating through these complexities with our comprehensive support programming. The challenges are real, but so is the progress. Thanks to our dedicated staff, resilient families, and the incredible community that surrounds us, Raphael House continues to meet this moment with compassion, consistency, and care.

**Here are a few ways we made an impact together this past year:**



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## OUR IMPACT FISCAL YEAR 2024

We served **745** individuals this year

including

**200** families & **395** children

### PROGRAM OVERVIEW

In our Residential Shelter, we had...

**39** families served

**14,988** meals served

**82%** of families exit the shelter to stable housing



In our Bridge Program:

**161** families served

**32** families received case management services

**95%** of engaged Bridge Program families maintain stable housing



### FINANCIAL LITERACY & CAREER DEVELOPMENT SERVICES

**100%** of residential families have received financial literacy services

**93%** of clients in our Career Development Services demonstrated improvement in goal-setting, self-advocacy, and positive self-outlook

Top 3 savings amounts at departure



**\$7,000**

**\$2,500**

**\$1,400**

### CHILDREN'S SERVICES

**100%** of students in tutoring demonstrated improved academic performance & improved social-emotional behaviors

**183** families have been served by Children's Services ( **375** children/teens )

**143** children received birthday gifts & **135** children received Back-to-School supplies

**352** children/teens received holidays gifts through Adopt-a-Family







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## OUR IMPACT MARIAH'S STORY

Before coming to Raphael House, Mariah worked multiple jobs to put a roof over her daughter K'myah's head, even if it was only guaranteed for one night. Her private room in Raphael House was, as she called it, **"A GLIMMER OF HOPE."**

**Mariah & K'myah  
in their room**



**K'myah's door  
on Halloween**

Mariah lived at Raphael House last year and was determined to give her daughter the stability she was working toward.

**FOR EVERY HOLIDAY, MARIAH  
AND K'MYAH WOULD DECORATE  
THE DOOR OF THEIR ROOM.**

They brought a spark of joy to the shelter!

They even surprised us with some additional festivity during our annual Christmastime visit from Santa for our Residential families. As a complete surprise, K'myah walked up to our jolly, bearded Saint Nick with a miniature Santa doll that she and Mariah had purchased on their own. We still have that doll, as a memento of

**THE GENEROSITY IT TAKES TO BUILD A  
NEW LIFE FOR FAMILIES TO CALL HOME.**



**K'myah & Santa  
for Santa's annual visit**

Mariah and K'myah are now members of our post-shelter Bridge Program, where families can continue to connect with Raphael House for career counseling, case management, and children's services. Mariah is a part of the 95% of engaged Bridge Program participants reporting that they have maintained stable housing, and was kind enough to share her story...

**IN THE HOPES THAT RAPHAEL HOUSE CAN PROVIDE BRIGHTER  
FUTURES FOR MORE SINGLE MOTHERS LIKE HERSELF.**



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## OUR IMPACT IRYNA'S STORY



**Damian's**  
birthday cake!

Iryna, who stayed with us at Raphael House a number of years ago, is now a member of our Bridge Program. She and her family have

**SUCCESSFULLY MOVED INTO AN APARTMENT OF THEIR OWN,**  
and remember their time at Raphael House fondly.

When talking about her case manager, she recalls how he offered many different kinds of support—

**AN EAR TO LISTEN, RESOURCES FOR HER EMOTIONAL WELLBEING, AND WORKSHOPS FOR THE CHILDREN.**

She spoke a little bit about her experience: “When you go through hard things, it’s really hard to go back to normal life. It’s a lot of pain and suffering, so it was super helpful to have support from Raphael House.”

**Damian & his friends**  
playing with their slime



**Damian & his brother**  
celebrating in their new home!

Our staff still refers to Damian's “lime green” birthday party (all the decorations were his favorite color). Iryna lit up while talking about it, grateful to remember all of Damian's friends:

**“IT WAS GREAT TO SEE THAT RAPHAEL HOUSE BROUGHT EVERYONE TOGETHER TO SUPPORT EACH OTHER.”**

Damian was so excited! Everyone was singing, everyone was laughing. Previously, it was just us on our own. It was a totally different birthday party than he expected.”

For Iryna, Raphael House was a place for her to slow down and take the time to recalibrate her life. The words she heard most often during her stay were: “If you need anything, please let me know.” Iryna also made sure to offer herself as a volunteer. Ironically, her exact words were,

**“IF YOU NEED ANYTHING, PLEASE LET US KNOW.”**



### SENIOR STAFF

**MARC SLATER**  
Executive Director

**MARIE WANG**  
Director of Finance

**ELISA FERIA**  
Director of Family Services

**KAI IKEHARA**  
Human Resources Manager

**MELISSA HEREDIA**  
Director of Operations

### FULL RAPHAEL HOUSE STAFF

HAAJARAH ABDUR  
JENNIFER AGUILAR  
ANGEL-LYNN ATALIT  
NIKKI DOVE  
RALITZA DOYNOVA  
RASHEL DUNCAN  
CECILIA FERBER  
EMMA FREESE  
MARIA GONZALEZ  
LANETTA GREGGS  
DANIELA GUZMAN-MAYO  
FARWAH HAIDER  
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EDWIN IGLESIAS  
JESSICA JENNETTE  
INFINITI JOHNSON  
CLIF KLEMANS

MICHELLE LIN  
ALFREDO LOPEZ  
CHRISTINA LOPEZ  
MEAGAN MATTHEWS  
BINITA MCFARLAND  
MARIO MOLANO  
JOSEPH MORALES  
NICOLE NAVARRETE  
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CHLOE NOONAN  
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TONY PENA  
ISAAC RAMOS  
PAULINA REYES  
KELLEN RUIZ  
SERGIO SAN GABRIEL  
KATHERINE SANDERLIN

KYMMY SMITH  
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KIYANA TAYLOR  
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ASHLEY WAGONER  
ROSE WALDEN  
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Perkins Coie LLP

**CHARLIE MCEACHRON (Treasurer)**  
Chief Executive Officer,  
Drawbridge Realty

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**AMANDA KING**  
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LAURA LARSEN  
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CHERYL SANCLEMENTE  
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RICHARD TOFT

TERESA VAN WOY  
MARK WEISS  
KENDALL WILKINSON  
ROSS WILSON  
CHRIS SCHREIBER



## **OUR STORY CONTINUES**

Fiscal Year 2023–24 marked a turning point for Raphael House. Like many nonprofits, we felt the continued ripple effects of the pandemic, shifting funding landscapes, and rising operational costs. In response, we began expanding our funding base preparing us to secure public support in FY25, while continuing to prioritize the community-based model that has sustained us for over 50 years.

Despite these challenges, we closed FY24 in a strong position. The sale of an underutilized building provided a strong boost to our financial position and our Black & White Gala raised a record-breaking \$1 million — our highest-grossing event to date. These milestones helped reinforce a critical reserve, ensuring we can sustain core programs and adapt to future needs.

In FY24, Raphael House remained entirely community-funded, with most of our support coming from individuals, corporations, and foundations. Fundraising efforts, including events and donor engagement, are essential to advancing our mission and are reflected in our development expenses.

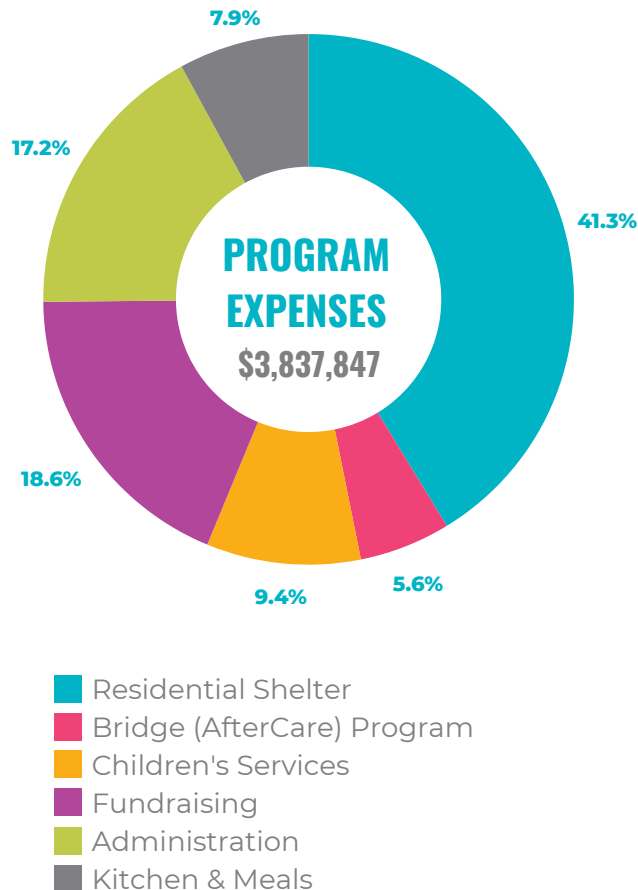
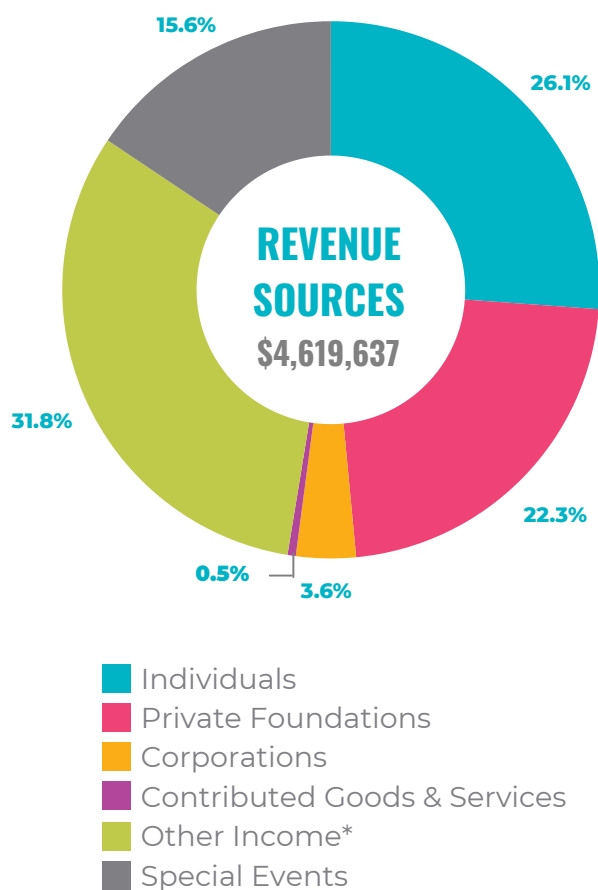
Our programs are designed for deep, long-term impact. In FY24, families stayed an average of 4.7 months in our Residential Shelter, receiving tailored support like case management, career development, and financial literacy services. After exiting, families continue to access services for up to 18 years through our Bridge Program. Managing this level of care requires thoughtful investment in staffing, facilities, data tracking, and compliance, which is reflected in our administrative expenses. Administrative costs also include financial oversight, technology, training, and regulatory compliance, in addition to the backbone of strong management. These functions are essential to ensuring families receive high-quality, consistent care and that we remain accountable to both funders and public partners.

We also undergo an annual independent audit to ensure transparency and accountability. Despite operating in one of the most expensive cities in the country, nearly two-thirds of our total expenses go directly to programs that serve families. Thanks to the generosity of our community and careful financial planning, Raphael House remains well-positioned to continue delivering family-centered services that foster long-term stability, independence, and hope.



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# OUR FINANCIALS FISCAL YEAR 2024



\*Includes investment income, bequests, miscellaneous income, and one time gain on disposal of building (\$1,413,786)

## THANK YOU LETTERS FROM OUR ADOPT-A-FAMILY CAMPAIGN

"Thank you from the bottom of my heart for helping me and my family with holiday gifts this year. We really appreciate anything that is given to us as these are really hard times, especially with me being a single mama of four. I'm sure my children will enjoy their gifts so much and be able to get themselves things they want so I really appreciate it. You guys are truly kind and giving."



"We wanted to sincerely thank you for the generous Christmas gifts you gave to my son and me. Your kindness has truly touched our hearts, and we are so grateful for your thoughtfulness and support. This holiday season has been brighter because of your generosity."





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# FY 2024 DONOR HONOR ROLL

AUGUST 1, 2023 - JULY 31, 2024

## PHILANTHROPISTS \$50,000+

BMO  
Bothin Foundation  
M H Buckeye Fund  
Vanessa & Gio Colella  
Lynn Davidian & Kent Cummings  
Keith & Priscilla Geeslin  
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## ANGELS \$100,000+

Benificus Foundation  
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## BENEFACTORS \$25,000+

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Calvary Presbyterian Church  
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Ackrell Capital LLC  
Ayco Charitable Foundation  
Bay Area Bright Futures Foundation  
Matthew & Emily Boschetto  
Comcast  
Demis Roussos Construction  
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Phil Tagami  
The JEC Foundation  
T-Mobile  
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United Way of the Bay Area  
Whitney & Nick Vanderboom  
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## GUARDIANS \$5,000+

Owen Allen & Angeline O'Donnell  
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Ashbury Children's Foundation  
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## ADVOCATES \$1,000+

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# FY 2024 DONOR HONOR ROLL

AUGUST 1, 2023 - JULY 31, 2024

## ADVOCATES \$1,000+

Anita Bottari  
Arlene L. Boyd  
Glen Brown  
Michael Bruno & Megan Bruno  
Peggy & Richard Burrows  
Michelle Capecelatro  
Billy Carlile  
Donald Carlson  
Casey Howard Interior Design  
Edmund & Barbara Cavagnaro  
Victoria & Michael Cella  
Troy & Courtney Chakarun  
Janet F. & Harry Chapman  
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Community Thrift Store  
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Joyce Dubai  
DuBose Family Foundation  
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Paisley Family Fund  
Farallon Capital Management  
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Chita Harris-Newton  
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