



Raphael House

Inspiring Families.
Illuminating Hope.



Annual Report

FY2024-25

This year, we served 194 families.

Our Mission

Raphael House supports low-income families and families experiencing homelessness in strengthening family bonds, finding stable housing, and achieving financial independence.

Our History

- Raphael House is San Francisco's longest-running shelter for families experiencing homelessness, with a history that spans 55 years of service.
- Since 1971, we have helped over 10,000 families find stable housing.
- In 2026, we will be celebrating 50 years in our building at 1065 Sutter Street.

Our programs helped a total of 694 individuals!

Letter from our Executive Director

This past year has marked a transformational chapter for Raphael House. In the following Annual Report, we share with you the sustained success of our programs through this period of change. We diversified our funding sources, showed a surplus and a clean audit, began our much needed capital repairs to the building roof, secured funding to open the third floor and serve more families projected for summer 2026.

Raphael House's transformational power is something that we witness on a regular basis. Our programs continue to prove to our families that homelessness is a temporary state, through the care and diligence of our staff. At Raphael House, we are proud to say that 88% of our families this year have exited to stable housing. And with our unique Bridge Program, where families continue to access our programs until their youngest child turns 18, 95% of families report maintaining stable housing.

In the pages ahead, you'll see highlights from this past year, stories from our families, and a look at what lies ahead in fiscal year 2026. This year has deepened my belief in the importance of our work. Families deserve compassionate care, now more than ever, and I'm grateful for your continued support of Raphael House's mission to providing it.



With appreciation,
Tina Burgelman

Tina Burgelman

Executive Director of Raphael House

Residential Shelter

Our Residential Shelter provides families with private rooms in a home-like environment for the duration of their stay. While at Raphael House, families have access to three healthy meals per day, new clothing, necessary toiletries, and communal areas like our Computer Lab, Toddler Room, and Library. Families also receive one-on-one case management to aid their career development, support their housing search, and to connect them with community resources.



7.7 months

average length of stay



14,059

total number of
bednights



16,003 meals

total meals served



88% success

rate of clients exiting to
stable housing

Bridge Program

Raphael House is dedicated to our clients' long-term success. After moving out from our Residential Shelter, families can still receive case management, financial literacy, and children's services programs until their youngest child turns 18. This unique program ensures that families have support in maintaining their financial security in the years to come.

187 families

served in our Bridge Program



95% of engaged families

report maintaining stable housing

Financial Literacy Services

AVAILABLE TO BRIDGE
and RESIDENTIAL
CLIENTS

100%

of families received
financial literacy
services



58% of
Residential families

participated in our savings program

Average savings
upon departure: **\$1,130**

*90% of clients enter Raphael
House with no savings

31 clients

participated in
Career Development
Services

85%

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

Children's Services

AVAILABLE TO
BRIDGE and
RESIDENTIAL
CLIENTS

136 students

received school supplies
through our Back-to-
School fundraiser



632 tutoring sessions

100% of students improved
socio-emotional skills

100% of students improved
academic performance

336 children

were matched with
generous community
members for our Adopt-a-
Family holiday gift drive

41 students

participated in our
extracurricular
scholarship program

Shawanna's Story

Before Raphael House, Shawanna was sleeping in the hospital, pregnant with her daughter. When she came to Raphael House, she brought one of her sons with her, and moved into “the most supportive environment” for her growing family.

At first arrival, Shawanna was nervous, not used to the amenities at Raphael House—the easy accessibility of hygiene products, fresh clothing, and more. She cites her case manager as one of the greatest emotional supports at Raphael House: “She would say don’t worry, don’t shed a tear, we know how hard this is. She helped me understand how to get from point A to point B, and taught me about all the ins and outs of my housing search.”

For Shawanna's family, Raphael House was more than a shelter. She remembers her son playing with other children in the hallways, how each of the families would step in whenever difficulties or loss arose. From shared birthday parties to support groups, Shawanna was glad for Raphael House's in-home services and the community resources that each of the families received through personalized referrals.



Shawanna's Story



After moving out of Raphael House, Shawanna has been grateful for the continued support of our Bridge Program. Not only has Raphael House been able to help her furnish her new home, she has also participated in our annual Back-to-School drive, where her children come and pick up fresh supplies for the new school year.

Now, Shawanna is happily living with her family in San Francisco and hopes to return to school so that she can begin working in a group home, inspired by the care she had at Raphael House. She wants to bridge the gap between the environment she grew up in and the support she had at Raphael House, to make a difference in young peoples' lives herself. She states that "Raphael House is always going to be the first place I donate," and that she'll always be appreciative for everyone who helps.

Powered by Your Generosity

Thank you to all
our volunteers!



Our annual Black and White Gala is our largest fundraiser for Raphael House, filled with festivities like dinner, a live auction, and dancing. This year, we featured our keynote speaker Teresa Van Woy, acclaimed author and former Raphael House resident, who shared her story of living in our Residential Shelter as a child. In one night, we raised over \$890,000 for our programs!

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Raphael House is grateful for the many volunteer groups that have supported our clients' needs this year. From wrapping childrens birthday gifts to deep-cleaning our Residential Shelter, volunteers have brought so much joy to our programs!

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Looking forward to FY26

Increase our
capacity by 50%

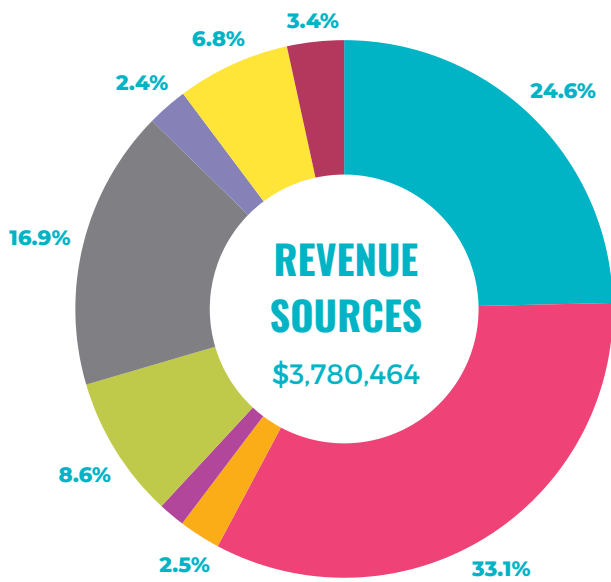
Expand our
Children's and
Family Services
Programs

In 2025, Raphael House finalized a contract with the City and County of San Francisco's Department of Homelessness and Supportive Housing to increase our capacity by 50%, opening up eight private rooms in Raphael House for families experiencing homelessness. This grant will cover much-needed capital repairs to our roof and our third floor, in addition to supporting operational costs for this expansion.

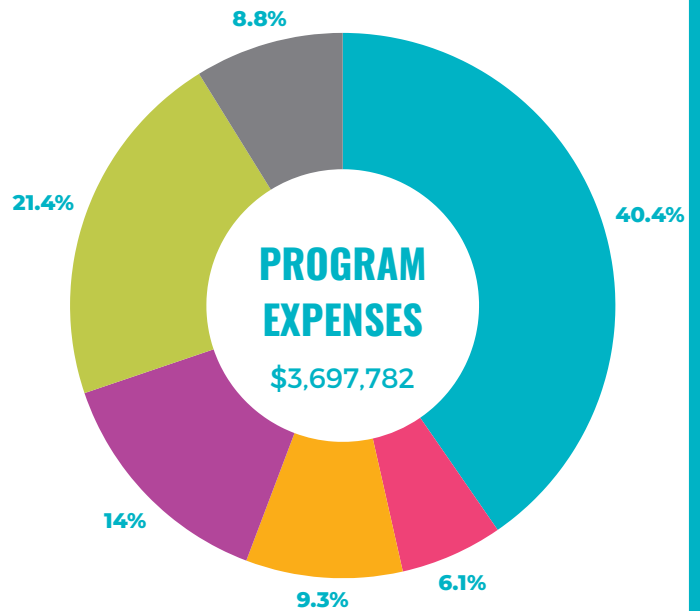
This continued diversification of funding is made possible by supporters like you, who have helped Raphael House achieve programmatic goals year after year. In fiscal year 2025, we ended our audit with a budget surplus, and are excited to maintain the upward momentum for years to come.

Government funding will not cover all the costs of operating Raphael House. As we grow to serve more families, private funding and community donations are more important now than ever, to ensure that we can continue to serve our clients with the quality and longevity that Raphael House has always provided.

FY25 Financial Report



- Individuals
- Private Foundations
- Corporations
- Contributed Goods and Services
- Government
- Special Events
- Bequests
- Churches and Civic Groups
- Other



- Residential Shelter
- Bridge Program
- Children's Services
- Fundraising
- Administration
- Kitchen and Meals

This year, we ended with a budget surplus!

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