



Compass Family Services

Annual Report 2015-2016

inspiration+

INNOVATION

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OUR MISSION:

Compass Family Services helps homeless families and those at imminent risk to achieve housing stability, economic self-sufficiency and well-being.

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Dear Friends,

THIS IS THE TIME OF YEAR TO PAUSE, LOOK BACK, AND REFLECT ON THE WORK WE HAVE DONE, AS WELL AS TO TAKE THE TIME TO APPRECIATE THE INCREDIBLE COMMUNITY OF FRIENDS, DONORS AND SUPPORTERS THAT HAS MADE OUR WORK POSSIBLE.

One of the most terrible effects of the homelessness crisis that has marred our community, and communities all across the country, is that it is so ubiquitous that it has become commonplace, expected, and almost normal. We have come to casually refer to “the homeless,” as if being homeless was a characteristic of a particular population, rather than a glaring and unacceptable social problem. But there is nothing about the state of family homelessness in San Francisco, or across the country, that should be accepted, tolerated or considered normal.

At Compass Family Services, this past year has been one of innovation and inspiration. As always, inspired and energized by the tenacity and resilience of the parents and children we serve, our talented and dedicated team has continued to work tirelessly with a personalized approach to help these families to achieve housing stability, economic self-sufficiency and well-being.

We put dedicated staff out in the field to build and nurture relationships with landlords in order to expedite the transition to stable housing for families facing homelessness. We integrated a system of legal supports for our client families – a service that is much needed – without burdening our case managers who already have a full load. We made good on our commitment to providing “therapy on demand” for families in crisis that need this service, and have expanded our therapeutic shadowing program to support children in our early childhood programs who are struggling. We became an official “diaper bank,” in order to better assist our client families with this most basic of resources. We continued to expand our ability to measure the impact of the work we do to help families to become stable and strong.

At Compass, we are always looking at ways that we can do more and do better. But the bottom line remains: we need more housing. Our community is only truly healthy and thriving when all of its members are healthy and thriving. No child should wonder where they are going to sleep at night and no San Franciscan should be without a safe and stable home.

Compass Family Services was founded to help vulnerable young women headed across the country to San Francisco to try to improve their lot via the opportunities presented by the 1915 Panama Pacific Exposition. Over the decades, our mission shifted to provide help and support to various populations in need – refugees and servicemen and women during times of war, the deinstitutionalized mentally ill during the 1950s and 60s, young people travelling to San Francisco and finding themselves stranded during the Summer of Love....

It's well past time for San Francisco's extended season of homelessness to come to a close. All it would take is a commitment to what, at the very heart of things, is most desperately needed: truly affordable housing for the people – the workers – the families – of San Francisco.

Sincerely,



A blue ink signature of Erica Kisch.

Erica Kisch, LCSW
Executive Director



A blue ink signature of Lisa Odyniec.

Lisa Odyniec
Board Chair



LEADERSHIP

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A Successful First Year for the NeighborNest!

With Compass Family Services as the anchor agency of the NeighborNest, other partnering agencies were gradually introduced to this one-of-a-kind center for digital access providing online training, digital citizenship workshops and one-on-one support during open computer labs. During the first year, more programs were added that included housing and job search workshops, coding for kids and parenting groups.

Before the doors of the NeighborNest opened, Twitter and Compass Family Services knew families would need to feel welcomed, safe and supported in order for the technology and training center to be a success.

An on-site childcare area with healthy snacks was always in the plans as family oriented programs like Music & Movement and Family Story Hour moved to the Nest from Compass program sites when the doors opened.

Compass case managers have played a key role in the success by encouraging parents to participate in all of the fun and educational offerings at the Nest, often walking clients over and introducing them to the staff and Twitter volunteers.

New programming that includes expanding digital literacy classes in both English and Spanish has already begun. Twitter and Compass are committed to bridging the technological divide for San Francisco's most vulnerable citizens and we look forward to many more years of successful and dynamic partnership!



"The NeighborNest welcomed our family with open arms the first day. The staff has been wonderful and the excellent childcare allowed us to concentrate on computer research for housing and careers." – Dave



The NeighborNest staff: Amy Yamashita, Leah Laxamana, Alaine Witt and Emily Fredrickson



TWITTER NEIGHBORNEST'S FIRST BIRTHDAY:

3,500 VISITS

920 PROGRAMMING HOURS

800 HOURS OF FREE CHILDCARE

One Home Website for Searching Affordable Housing Launches

Until September of 2015, searching for affordable housing in the Bay Area was not an easy task. Compass Family Services' staff compiled a list of available units every month and provided the information in the form of flyers to other agencies and our family clients. But that all changed in a very big way when we partnered with One Degree, a nonprofit technology-driven organization helping homeless and low-income families access community resources.

Under the direction of Rey Faustino, One Degree created One Home, the first ever Bay Area-wide website built to search for affordable housing. It enabled visitors to download housing applications and submit them through One Home as well. www.onehomebayarea.org.

Visitors to One Home simply select the geographic area in which they are looking for housing, the size of their household and their monthly income to search all available units.

This partnership has demonstrated that technology-driven tools, combined with longstanding on-the-ground expertise, can dramatically improve the lives of families struggling to stay in the Bay Area. While we have more work to do, we're proud of the progress we've made together. We look forward to continuing to work in partnership with One Degree to help many more families find a home to call their own.



"It was so useful to have a site that actually helps you get onto those housing waitlists." – Tracie



SINCE THE LAUNCH OF ONE HOME:

20,000 USERS

70,000 SEARCHES

10,000 APPLICATIONS

Compass Expands Clinical Services for Children

With funding from Kaiser Permanente, Compass Family Services began administering Adverse Childhood Experiences (ACEs) assessments by adding a Child Trauma Specialist to our clinical team. When a family experiences homelessness, getting the parents mental health services is important in the process of addressing barriers to housing and employment. It's also crucial for the children, especially in the area of early childhood development.

Traumatic experiences in childhood have been shown to put a person at risk for long-term outcomes affecting their life course and mental and physical health. So far, our reporting shows 78% of our clients had four or more ACEs, which is five times higher than the general population. ACE assessments have been very useful in designing mental health treatment plans, discussing trauma histories, and how to break the cycle and prevent trauma for their own children.



"My daughter has received therapy services at Compass Family Services. She has been exposed to things that children should not experience. From my perspective, she has an incredibly healthy psyche and confidence. I attribute that to therapy because she knows how to talk about conflict when it arises and how to express her emotions in healthy ways." – Desiree



Compass Children's Center students received enriched early education specialized for children who are homeless or living in extreme poverty

SINCE IMPLEMENTING ASSESSMENTS:

263 FAMILY MEMBERS SERVED

103 RECEIVED 3 OR MORE SESSIONS

Project Legal Link Clears Housing and Employment Path for Compass Families

Homeless families can face an average of two to three civil legal issues each year. These can include custody issues, immigration questions, back-rent problems and prior evictions. Just one of these legal issues can be a major barrier to obtaining housing and employment.

Project Legal Link began as a pilot project of Tipping Point Community in 2014 in order to bridge the gap between San Franciscans and the legal assistance they need.

The project was started by Sacha Steinberger and has a two-pronged approach that trains and supports both Compass staff and clients in navigating the legal system. This method provides the needed legal support to clients both directly and through their case managers, with whom they've already built a trusting relationship.

Project Legal Link started providing services on-site at Compass in the summer of 2015, and has since provided a dozen legal trainings for Compass staff and met directly with family clients during weekly office hours.

Breaking down more of the barriers to housing and employment stability by providing in-house legal services increases the odds for each Compass family to achieve long-term success and well-being.



"Project Legal Link helped me with free legal advice for my domestic violence and housing problems. It's really a big help for low-income families like us. Thank you!" – Thea



Project Legal Link training session for Compass case managers

SINCE COMPASS AND PROJECT LEGAL LINK PARTNERSHIP LAUNCH:

350 CLIENT CONSULTATIONS

- MONTHLY FAMILY LAW ADVICE CLINICS
- ONGOING COMPASS STAFF TRAINING

How We are Helping Families

5,200 FAMILIES CALLED OUR HOTLINE.

1,500 FAMILIES RECEIVED DIRECT SERVICES – THAT’S MORE THAN 3,400 PARENTS AND CHILDREN.

675 FAMILIES RECEIVED INTENSIVE CASE MANAGEMENT – INCLUDING CRISIS INTERVENTION AND IMMEDIATE MENTAL HEALTH COUNSELING.

143 FAMILIES WERE PROVIDED EITHER TEMPORARY OR TRANSITIONAL SHELTER.

241 FAMILIES WERE PLACED INTO LONG-TERM HOUSING.

77 FAMILIES RECEIVED RENTAL ASSISTANCE, PREVENTING THEM FROM BECOMING HOMELESS.

210,000 HOURS OF CHILDCARE WERE PROVIDED.

747 FAMILIES RECEIVED DROP-IN GOODS INCLUDING FOOD, HYGIENE ITEMS, DIAPERS AND TRANSPORTATION ASSISTANCE.

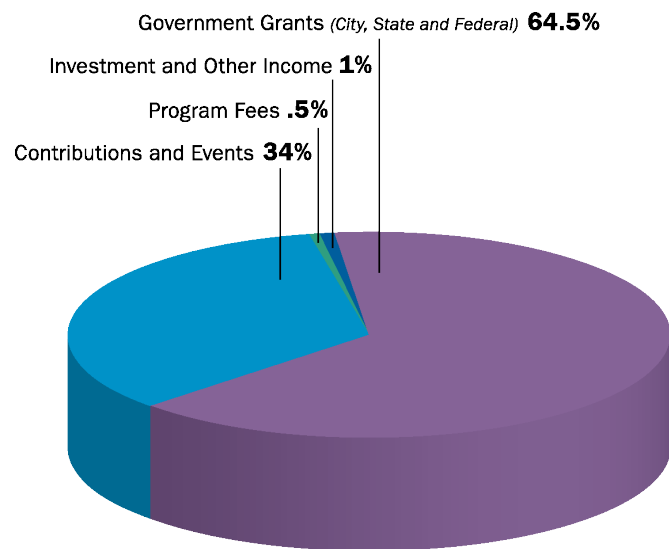
3,067 MENTAL HEALTH SESSIONS WERE PROVIDED TO PARENTS AND CHILDREN.

17,781 COUNSELING AND GOAL-SETTING SESSIONS WITH CASE MANAGERS WERE PROVIDED.

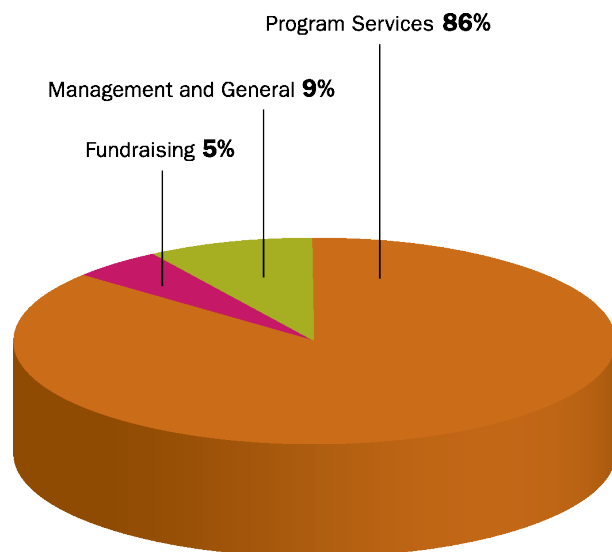
98% OF FAMILIES WHO WERE PREVIOUSLY HOUSED REMAINED STABLE UP TO 12 MONTHS FROM EXITING OUR SERVICES.

7,040 INDIVIDUAL AND GROUP VOLUNTEER HOURS WERE COMPLETED.

REVENUES



EXPENSES



financials

FISCAL YEAR ENDING JUNE 30, 2016

STATEMENT OF ACTIVITIES

Revenues

Government Grants (City, State and Federal)	\$ 6,933,869
Contributions and Events	3,630,352
Program Fees	35,867
Investment and Other Income	136,512

Total Revenues	\$ 10,736,600
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Expenses

Program Services	\$ 8,868,087
Management and General	929,358
Fundraising	547,577

Total Expenses	\$ 10,345,022
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Change in Net Assets	\$ 391,578
Net Assets, End of Year	\$ 10,779,146



GOVERNMENT FUNDING

California Department of Education:

- Child Development
- Child Nutrition Program

Emergency Food and Shelter National Board Program

First 5 San Francisco Children and Families First Commission:

- Preschool For All
- Family Resource Center Initiative

San Francisco Human Services Agency:

- Housing and Homeless Services
- Office of Early Care and Education
 - Homeless Family ACCESS SF (Accessible Child Care Expedited for the Shelter System S.F.)
 - C-WAGES (Compensation Wage Augmentation Grants for Economic Support)
 - San Francisco Child Care Subsidy Support

San Francisco Mayor's Office of Housing/ Office of Economic and Workforce Development:

- Emergency Shelter Grant Program
- Community Development Block Grant Program

U.S. Department of Housing and Urban Development:

- Supportive Housing Program
- Supportive Housing Program – Homeless Prevention and Rapid Re-Housing Program

OUR DONORS

Compass Family Services has a long history of support from individual donors from across the Bay Area. Our roots are strong, diverse and determined – keeping us nurtured and growing to meet the complex and varied needs of our client families. We appreciate not only the financial support, but also the trust and dedication so many generous people have provided us.

The following list reflects gifts to our general operating fund received between July 1, 2015 and June 30, 2016. Each gift powers our mission to help families achieve housing stability, economic self-sufficiency and well-being. Thank you!

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FOUNDATIONS

Dream Maker \$350K+

Mimi and Peter Haas Fund
Tipping Point Community

Wellness Champion \$100K+

Viragh Family Foundation

Home Provider \$50K+

Bainum Family Foundation
Bothin Foundation
Crescent Porter Hale Foundation
Hellman Foundation
Silver Giving Foundation
The Horace W. Goldsmith Foundation
The William G. Irwin Charity Foundation
Walter & Elise Haas Fund

Education Proponent \$25K+

Children of Shelters
Morris Stulsaft Foundation
Metta Fund
O2 Initiatives
Quest Foundation
Willow Springs Charitable Trust



San Francisco musician and magician Ken Newman entertains at Compass Children's Center

Parent Advocate \$10K+

Anonymous
Annunziata Sanguinetti Foundation
Bella Vista Foundation
Evelyn and Walter Haas Jr. Fund
The James A. & Jane C. Folger Foundation
The San Francisco Foundation
The Stanley S. Langendorf Foundation
Stearns Charitable Trust
William G. Gilmore Foundation
Zocchi Foundation

Skills Builder \$5K+

Bernard E. and Alba Witkin Charitable Foundation
Charis Fund
Ferroni Foundation
FThree Foundation
George H. Sandy Foundation
The Donald and Carole Chaiken Foundation
The Elinor Smith Charitable Trust
The Sam Mazza Foundation

Job Coach \$1K+

Ashbury Children's Foundation
Clay Foundation – West
Farm 2 Preschool Mini Grant
Henry W. Bull Foundation
Sadie Meyer and Louis Cohn Foundation
The Eberhard Foundation
The Harold R. and Winifred R. Swanton Foundation

Family Supporter \$100+

Jewish Community Federation and Endowment Fund
Pinnacle Gardens Foundation
S.H. Cowell Foundation
Zell Family Foundation

COMMUNITY INVESTMENT GRANT

Our corporate partners are leading the way companies and their employees affect change on the front lines of our work to end family homelessness in San Francisco.

Corporate engagement has evolved to include increased involvement in all levels of our work; representation on our Board of Directors and Leadership Council, employee team volunteering, employee workplace giving and corporate matching, and through improving our technology systems to improve efficiency throughout our client programs.

We are very grateful and honored to partner with the people working in impressive corporations in their industries.

Venture \$50K+

Genentech
Twitter

Angel \$25K+

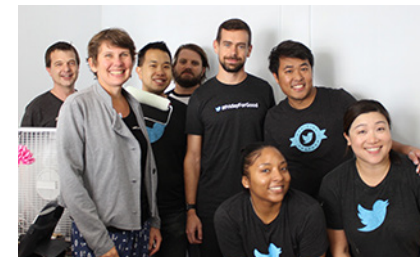
BlackRock
JP Morgan Chase
Qatalyst Partners LLP
San Francisco Private Dining Venues
Sutter Health
Zendesk

Seed \$10K+

Cisco Systems
Credit Suisse
Kaiser Permanente
MaxMara
Williams-Sonoma
Yammer

Accelerator \$5K+

Cathay Bank
Deutsche Bank
First Pacific Advisors, LLC
Ingenio, LLC
Long Market Property Partners
Meyers + Engineers



Erica Kisch and Jack Dorsey, Twitter CEO, help paint at Compass Family Services

Nordstrom
Supercell
TJX
Union Bank
Wells Fargo

Starter \$2.5K+

Allied World Assurance Company
BGP Releasing
DZH Phillips, LLP
In-N-Out Burger
Uber Technologies
UBS
Walmart
Zenith Insurance Company

ADOPT-A-FAMILY

Helping Compass families during the holiday season has become an annual tradition for individuals, families and office teams.

Our Adopt-a-Family project has grown over the nearly 20 years since it started and every year the stories of incredible generosity and gratefulness come pouring in to our offices.

The 2015 holiday season was amazing! More than 1,500 parents and children, 445 Compass families, were adopted by 316 individual and family donors and office teams. And just over \$30,000 was raised by these donors to offset the administrative costs to host the program – which means more funds to help our families with housing, childcare, mental health care, and more!

Thank you to all of the 2015 Adopt-a-Family donors. You not only made the holidays brighter for our families, but you also made a positive impact in their lives for the entire year.

Christie Adams
Administration for Children and
Families – HHS
AECOM
Lindsey and Greg Alden
Joy and Jonathan Alferness
Rey Allie
Amazon.com
AppDynamics
Cici Arabian
Architectural Resources Group
Rebecca Argenal
Marc Armstrong
Jackie Ashton
Lindsay Axerio-Cilies
Mary Azzopardi Earle
Rachel Baker
Jillian Bales
Ashley Barberio-Kitts
Naomi Bardach
Randall Barna
Trudy Barnes and Chris Pavicich

Lindsay Barnett
Andrew Barrientos
Lindsay Beckham
Yusra Ben-Halim
Samantha Bergeron
Brandie Berlin
Andrew Bertolli
Bessemer Trust
Casey Bevins



Yammer and Compass Family Services employees lend a hand during Adopt-a-Family

Jenny Bioux
Kimberlee Bogen
Brett Bonthron
Jennifer Bradburn
Sarah Brengarth
BrewLife Marketing
BRR Architecture
Andi and Eric Burdullis
Burning Man
Heidi Burns
Kimberly Burns
Cambridge Associates, LLC
Camp + King
Capital Impact Partners
Victoria Carradero
CEB San Francisco
Centro
Anne Chambers
Atalie Chan
Chapman and Cutler, LLP
Stacey Chiu
ClimateWorks Foundation
Meg and Timothy Close
Carolyn and Chris Colpitts
Michele Conway
Lisa Corman
Cost Plus World Market
Rob Cotterman and Rob Giljum
Anita Crompton
Neil Crossan
Crowe Horwath, LLP

Andrea and Chris Dehner
Deloitte Consulting, LLP
Doreen DeSalvo
Christine DeSanze
DGA Planning Architecture
and Design
Lori Dietrich
Amy DiLaura
Elizabeth Dillon
Lindy Donnelly
Kim Drew
Tenah and Chad Dyer
DZH Phillips, LLP
Winn Ellis and David Mahoney
Feed.fm
Jennie and Konrad Feldman
Lisa Feldstein
Felicis Ventures
Paloma Figueroa
First Republic Bank
Lindy Fishburne
Jessica Flanigan
Erin Flannery
Susan Fleming
Fluxx Labs
Patricia Fonseca Flores
Fox Rothschild, LLP
Deb Frederick
Colleen Fredericks
Kim Fredkin
Gap, Inc.
Beth and James Gassel
Elizabeth and Ryan Gerstung
Margaret Gilbreth
Allison Goldstein
Krystyna Grycz
Livius Guiao
Guidestar
Joseph Guido
Nichole Guy
Ashley Hanson
Mariza Hardin
Elisa Jo Harkness
Suzanne and Juan Harrison



A young girl enjoys Santa time at the annual Twitter holiday party for Compass families

Jennifer Hart
Tiffany Hasker
Lia Haskin Fernald
Andrea Henningsen
Hirsch & Associates, LLC
Hitachi Consulting
Jordan and Alex Hoffner
Beth and Nick Holzworth
Abby Honerkamp
Daniel Hooper
Megan Hopkins
Lindsay Horstman
Sherri Howe
Corie Hunt
Amy Iacopi
Ingenio, LLC
Juli Insinger
Molly Ireland
Stacey and Chris Irving
Anne Job and Jeannie Yoo
Jiji John
Seema Kadaba
Stacey Kashubeck
Brian Keil
Sarah Kelaita
Sarah Kellogg
Lottie Kendall
Cassandra Kern
Kholza Ventures
Jennifer Kirk

Katie Kruienza
Joann Kuhl
Michele Kuhns
Jean and Sho Kuwamoto
Leiann Laiks
Diane Lam
Michele Lau
Keena Lazuka
Courtney Lechner
Brian Lee
Rebecca Lee
Lending Club
Laura Levenberg
Jessica Libbey
Carolyn Light
LinkedIn
Litman Gregory Asset Management
Donna Liu
Lowell High School
Kaylin Luecht
Hunter Lyall
Stina Marshall
Sarah Maslov
Tracy and John Massaro
Ellen Maxon
Deborah McCrimmon and
Aaron Johnson
Kristen McGuire
Philip Meachin
Cherlyn Medina

Shabnum Mehra
Mel Bright Search Group
Julie and Jonathan Meyer
Mile IQ
Kristin Millar
Jackie Miller
Jessica Milligan
Erica Missildine
Lisa Montafia
Kelly Moore
Courtney Morgan
Susan Mortenson
Erica Murray
Talia Nagar
Elizabeth Nartker
Nelson Nygaard Consulting
Joyce Noah-Vanhoucke
Nicole Olberding
Susan Omura
Shannon O'Neill
Tracey O'Neill
Anh Oppenheimer
Optimedia
Julie Osborne
Pac-12 Conference
Pacific Foundation Services
Anna Pahulu
Kristina Palmieri
Kristen Parker
Elizabeth Pederson
Adrienne Penake
Alexandre Petrakis
Jocelyn Pietsch
Cathy Pitts
Jennifer Pratt
Prospect Restaurant
Charles Prosper
Prosper Funding, LLC
Prosper Marketplace
Caroline Puiggali
QlikView
Emily Quinlan



Festive Adopt-a-Family donors dropping off their gifts

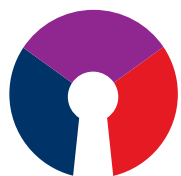


Facebook employees volunteer during Adopt-a-Family

Willow Radcliffe
Laura Ragsdale and Thanh Nguyen
Kimberly Ratto
Alison and Todd Regenold
Angela Remington
Beth Resnick
Gretchen Roecker
Amanda Root
Christina Rostampour
Jennifer Rowe
Sharon Rowley
Suzanne Rubinstein
Shaun Ruiz
Becca Russell
Salesforce
San Francisco Environmental
Planning
Audrey Santamarta
Haley Sayres
Emily Schell
Laura Schierberl
Jason Schulte
Lauren Schutte
Laura Seery
Seyfarth Shaw, LLP
Sara Shahin

Sobia and Nadir Shaikh
Laura Sherr
Marie Shin
Fatima Silva
Nicole Silva
Stephanie Simeone
Katie Simms
Caroline Smith
Nikki Snowwhite
Lori Solomon
SparkPost
Leah Spero
Square, Inc.
Roxanne Stachon
Stanford Healthcare
Steel Tigers
Kate Steinheimer
Pip Stevens
Liz and James Steyer
Stitch Labs
Peggy and Craig Straley
Karen Sun
Supercell
Sutter Health CPMC

Joan Suwalsky
Swirl Inc.
Synergy Corporate Housing
Paula Tabil
Leslie Tagorda
Maria Taguiam
Elizabeth Tanner
Jennifer Tedesko
TEK Systems
Lesley Tepper
Text 100 International
The OutCast Agency
The Sage Group
Valarie Toda
Maureen Tracey
Charlotte and Scott Tracy
Tradeshift
Katie and Todd Traina
Sara Tresslar
Megan Trotter
TRUSTe
Julie Tscheuschner
UCSF 10 CVT
Brittany Vacura
Valeant
Christine Van Aken
Anu Varghese
Viator
Matt Volkmann
Samantha Von Hoene
Molly Wagner
Lucy Wahl
Alexandra and Spencer Wells
Wells Fargo
Laura Weyl
Stephanie Wiley
Chelsea Williams
Michael Williams
Willis Towers Watson
Ashton Wilson
Jim Wilson
Roseanne Wincek
Corrine Wong and Alan Lau
Athena Xenakis
Nenette Yallico



COMPASS
FAMILY
SERVICES

Housing. Support. Hope.



Compass Family Services 49 Powell Street, Third Floor San Francisco, CA 94102 **Phone:** 415-644-0504 **Fax:** 415-644-0514

Web: compass-sf.org **Facebook:** [/CompassFamilyServices](https://www.facebook.com/CompassFamilyServices) **Twitter:** [@compasssf](https://twitter.com/compasssf) **Youtube:** [/CompassSF](https://www.youtube.com/CompassSF) **LinkedIn:** [/company/compass-family-services](https://www.linkedin.com/company/compass-family-services)