

The background of the entire page is a dark, textured surface covered with numerous overlapping, out-of-focus circles of light in various colors including purple, blue, green, and yellow, creating a bokeh effect.

COMPASS

FAMILY SERVICES

100 YEARS OF HELPING SAN FRANCISCO FAMILIES

Annual Report 2013-2014

OUR MISSION

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



Since our inception in 1914, Compass has responded to the needs of the community and is one of the longest operating social services agencies in California. Today, we provide an integrated system of housing, education, and employment services. Our programs work because our staff responds to the unique and complex issues each of our client families face. Over 90% of families in our housing programs do not become homeless again.

DEAR FRIENDS,

WHEN A PERSON LIVES TO BE 100, WE ARE IN AWE. WE WONDER ABOUT THE THINGS THEY'VE SEEN, THE PLACES THEY'VE GONE, AND THE LIVES THEY'VE TOUCHED. WE ASK OURSELVES HOW THEY LIVED SO LONG. WHAT SUSTAINED THEM? WHAT IS THEIR SECRET?

Compass Family Services just reached that same milestone: 100 years of dedicated service to San Francisco's most vulnerable populations! When we reflect on similar questions, we realize that one person surviving life's trials is incredible, but for an institution like Compass to persevere and grow over so many decades, it required and demanded an army of devoted, multi-generational leaders, frontline staff, donors, volunteers, and community members.

Like the centenarian, Compass has witnessed multiple wars, recessions, civil rights movements, and technological advances. Rather than just bear witness, Compass has sought to support positive social changes over the course of a century. We started in 1914 as Travelers' Aid San Francisco, providing critical assistance to newcomers to the city in anticipation of the 1915 World's Fair. We were the only organization to "serve and protect morally all travelers without regard to age, creed or race." We went on to support families in the midst of the Great Depression; refugees fleeing Europe and Asia, and soldiers returning home from the World Wars; the deinstitutionalized mentally ill in the 1970s and '80s; and now homeless families since the 1990s. We have injected our hope, support, and passion into San Francisco during critical points in history despite housing bubbles, stock market crashes, and civil unrest.

Over the past year, we served more than 5,000 parents and children facing the stark reality of homelessness, by providing the tools necessary to create housing stability, self-sufficiency, and family well-being. Most of the families we serve have endured through extremely harsh realities. Many families have experienced trauma, poverty and homelessness for many generations. However, the incredible impact that your support has made on their lives is only matched by their gratitude.

How have we survived so long to support so many? We wish we could tell you it was easy. In reality, it takes a ton of work. There are many nonprofits that work incredibly hard and spend a lot of money trying to solve social problems. What separates Compass is the choices we make and the standards we set. **We are incredibly efficient:** 85% of dollars spent are for direct services to clients. **We are highly accountable:** we have never had a single finding by the San Francisco Controller's Office from the inception of citywide audits. **We are very effective:** more than 90% of families who participated in our housing programs remained stably housed a year after they exited our programs.

Yet despite our success, the need continues to grow, and the cost of providing the same quality services increases with it. We are in a time when more than 180 families are waiting six months to get into emergency shelters, the median monthly rent for a two-bedroom apartment is \$4,000, the average annual income of our families is \$10,000, the cost of infant childcare is more than \$20,000 per year, and the likelihood that our families have experienced significant trauma is just about guaranteed.

As we look ahead to the next 100 years, we are focused on evolving and adapting to meet the needs of our families. As we outlined in our successful centennial campaign — which raised \$2.5 million — we are committed to expanding mental health services, investing more resources into education and enrichment for children, increasing our human infrastructure, scaling our volunteer program, enhancing our facilities, and improving systems to track the success of our programs.

In addition, we recognize that our community is also evolving with the influx of new businesses. We must engage these potential allies in our work to create a positive and sustainable community. With that in mind we have begun great new partnerships with companies like Twitter. Twitter and Compass are both committed to helping bridge the digital divide for homeless and at-risk families, and we are honored to have been selected as their anchor partner at the new Twitter NeighborNest, a family-friendly technology center. Given that 100 million Americans lack access to high speed internet at home, the Nest will play a critical role in closing the technology gap, as it's nearly impossible to complete school work at any age, or apply for a job at a Fortune 500 company, without the internet.

Compass Family Services will continue to be strategic and forward-thinking in order to provide the highest quality services for all of our families. We have done so for 100 years and plan to do so for 100 more. As always, we are so grateful for the continued support of our individual donors, supporting foundations, corporations, civic groups, volunteers and government funders. Thank you!

Sincerely,



Erica Kisch, LCSW
Executive Director



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Board Chair

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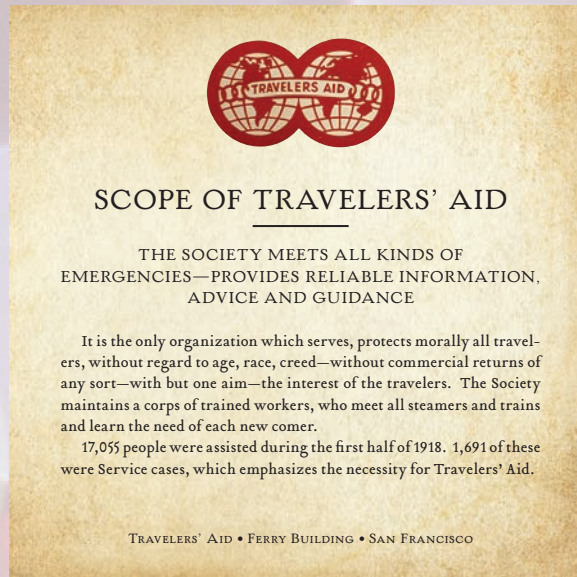
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A CENTURY OF SNAPSHOTS



1914-1915 photo of early board meeting



1918 mission statement

STATISTICS 1934			
Total Number Persons Assisted	7,405	Trains Met	6,448
Social Service Cases	2,321	Steamers Met	340
Minor Cases	1,035	Buses Met	319
Incidentals	4,049	Children Traveling Alone	159
Immigrants	65	Travel Difficulty	146
Source of Contacts:		Met by Appointment	247
Transportation Employees	87	Placed en Route	978
Interested Individuals	300	Other Travel Service	944
Personal Applications	548	Charity Rate Secured	209
Social Agencies:		Physical Disability	127
Local	807	Lack of Funds	694
Out-of-Town	147	Request for Service from	
Other Travelers' Aid	230	Another Agency	1,211
Police or Government	133	Referred to Other Agency	598
Means of Travel:		Transferred to Another Agency	260
Automobile	275	Consultations	1,887
Bus	340	Interviews	2,043
Hitch-hiking	294	Visits	428
Interurban	117	Nationalities	37
Railroad	1,136		
Steamship	159		



1928 pamphlet



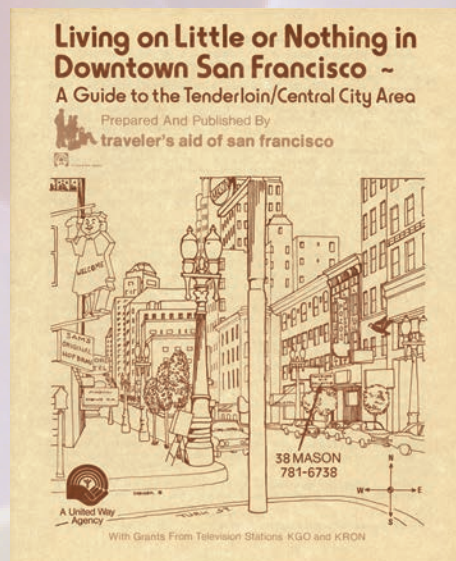
1933 poster – Travelers' Aid received support from Community Chest, a national grant-making organization that became the United Way



Caseload numbers increased by more than 30 times with the U.S. entry into World War II



1958 poster – Providing services to allow families – whether immigrants, war refugees or those suffering from violence, homelessness, substance abuse or unemployment – to stabilize, recover and re-connect has been part of Compass' mission from the start



1980s pamphlet



1955



1978 photo from the Tenderloin Childcare Center, now Compass Children's Center



Compass Children's Center, previously the Tenderloin Childcare Center, moved to its current location at 144 Leavenworth Street in 2002. The new facility doubled capacity from 36 to 70 children served, including infants for the first time.



2014 Compass Family Services partnered with Twitter as its anchor agency to create a technology center set to open in the summer of 2015

A SPECIAL THANK YOU TO OUR CENTENNIAL COMMITTEE



Compass Centennial Campaign Co-Chairs Nancy Field, Anne Parish, Alison Engel, and Katie Traina

Centennial Chairs

Alison Engel
Nancy Field
Anne Parish
Katie Traina

Centennial Committee

Carolyn Colpitts
Aida Daay
Graham Dobson
Beth Gassel
Diane Larrabee
Mary Noel Pepys
Rosalind Navarro Solon
Nancy Weber

Compass' Centennial campaign and celebration would not have been possible and certainly would not have been as successful without the incredible efforts of our Centennial Campaign Committee. Co-Chairs Nancy Field, Anne Parish, Alison Engel and Katie Traina were instrumental in leading the committee, the Compass Board of Directors and staff in an effort that raised \$2.5 million in support of our mission.

These funds are now being used to expand our mental health services, build human infrastructure, scale our volunteer program, invest in children's education and enrichment and enhance our facilities so that we can serve more clients.

The committee also planned our Centennial gala celebration, which was held at the California Academy of Sciences on May 13, 2014. The celebration attracted more than 400 donors, supporters and city leaders who turned out to show support and to celebrate 100 years of providing critical services to San Francisco's most vulnerable families.

On behalf of the more than 5,000 parents and children Compass helps each year, the Compass Board of Directors and staff — Thank you!



OUR ACCOMPLISHMENTS

Last year Compass prevented more families than ever from becoming homeless and helped families who were homeless to secure stable housing and better futures for their children.



- We turned 100 in 2014! Compass continues to be one of the longest operating social services agencies in California.
- We provided 32,500 nights of housing for families.
- Reduced the therapy waitlist for our client families to zero.

- Provided over 205,000 hours of childcare, early childhood education and job training assistance to help our client families become self-sufficient.

- Individuals and corporate teams provided 4,166 volunteer hours to support our programs and services.



- Formed a partnership with Twitter to provide no-cost access to technology and employment resources for our client families at the Twitter NeighborNest.
- Received another perfect audit in San Francisco's annual report for nonprofit agencies under city contract.



COMPASS PROVIDED:

6,000
BAGS OF GROCERIES

37,500
MEALS

45,000
DIAPERS

8,250
BUS TOKENS

FINANCIALS

FISCAL YEAR ENDING JUNE 30, 2014

Statement of Activities

Revenues

Government Grants (City, State and Federal)	\$ 6,070,082
Contributions and Events	3,250,869
Program Fees	38,162
Investment and Other Income	147,366

Total Revenues **\$ 9,506,479**

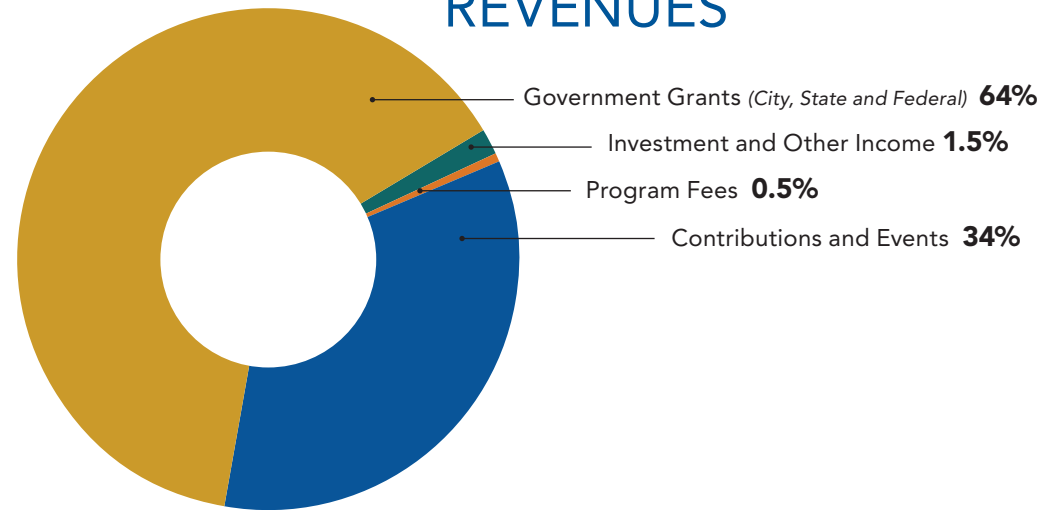
Expenses

Program Services	\$ 7,266,677
Management and General	761,477
Fundraising	494,361

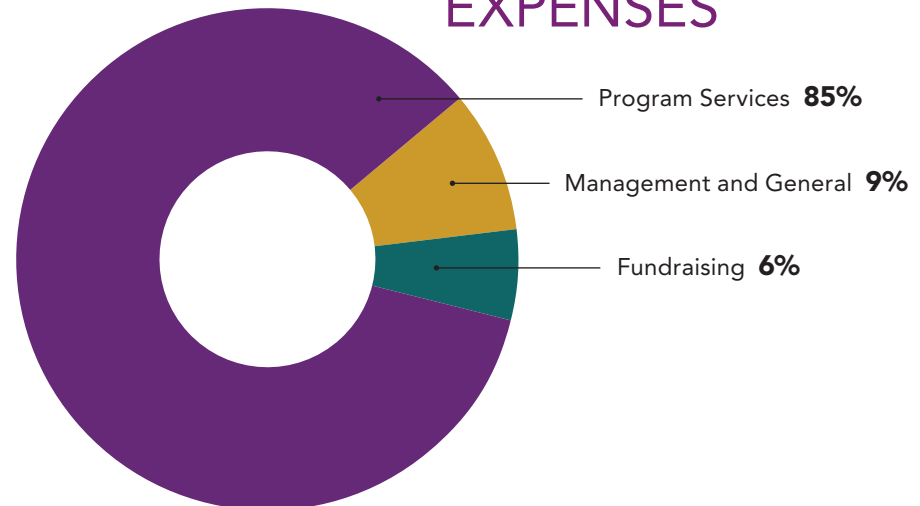
Total Expenses **\$ 8,522,515**

Change in Net Assets	\$ 983,964
Net Assets, End of Year	\$10,302,866

REVENUES



EXPENSES



GUIDING THE WAY HOME

OUR CENTENNIAL CAMPAIGN LEADERS AND SUPPORTERS

Compass Family Services deeply appreciates the following donors for their leadership and generosity in support of our centennial campaign, Guiding the Way Home, enabling us to help hundreds more families each year and greatly increase our impact. Thank you for helping us to transform lives! All of the following gifts were received between July 1, 2013 and June 30, 2014.

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Anonymous
Victoire Reynal Brown and Owsley Brown
JPMorgan Chase Foundation
Mimi and Peter Haas Fund
Silver Giving Foundation
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Nina Carroll



Todd Traina, Dede Wilsey, Nancy Bechtle, and Joachim Bechtle



Twitter CEO, Dick Costolo, announces partnership for NeighborNest at Centennial Gala

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Lieutenant Governor, Gavin Newsom

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Christie and Michael Meehan
Marla Miller and David Kremer



Randi Fisher and Anne Parish



An a cappella student group from Lick-Wilmerding High School performed as guests arrived to the Centennial gala on May 13, 2014

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 Deborah Mintz and Michael Gorman
 Lily Mirels and Michael Levine
 Julie Moll and Nick Levinson
 Kathryn and Aaron Money
 Elizabeth Montgomery
 Jeanette and Kevin Moore
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Allison and Alex Wong
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 Janet Zanetto
 Danell Zeavin and Ronald Stovitz
 Stephanie Zeppa
 Myron Zimmerman

OUR DONORS

The following list reflects gifts to our general operating fund from individual, foundation and corporate donors received between July 1, 2013 and June 30, 2014. Each gift provides Compass with the resources to help our client families achieve housing stability, family well-being and self-sufficiency. We are deeply grateful to each and every donor for helping the more than 5,000 parents and children we served last year to break the generational cycles of homelessness and poverty. Thank you!

Dream Maker

Mimi and Peter Haas Fund
Tipping Point Community

Wellness Champion

Children of Shelters
The Community Foundation
Boulder County
William Randolph Hearst Foundation



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Yael and Itamar Simonson
TJX Foundation
Verizon Wireless



Volunteers from Pottery Barn Kids give Compass Children's Center a beautiful makeover

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Carol Lane
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Royal Tug
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Stylists from Renaissance Salon give free haircuts to residents at Compass Family Shelter

Serena and Tyler Sheldon
Allan Sindler
Peggy and Craig Straley
Michael Whitmire

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Daryl Harrington
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Paul Hester
Amanda Kolakowski
Wendy Lu
Tony Miley
Judith and Walter Miller



Shoe shopping spree for Compass children thanks to Payless ShoeSource

Michael Morrissey
Richard Otter
Wade Polk
Denise Ragain
Negina Rood and Andrew Haskins
Ropes & Gray
Genevieve Salmonson
Farshad Samimi
Garry Schermann
Melissa Seyedin
SLS
Carrie and Jason Smith
James Soe
St. James Altar Fund
Stacy Thompson
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Visa Matching Gifts
Lauren Wang
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Compass kids enjoying the magic show at the Spooktacular Halloween Party at Runway

ADOPT-A-FAMILY DONORS

The 2013 Adopt-a-Family project was a great success with more than 350 Compass families paired with generous individuals, corporate teams and groups. Thank you to all of our thoughtful donors who brightened the holiday season for so many families.

Safia Abbasi
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Heather Albinson
Joy and Jonathan Alferness
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GOVERNMENT FUNDING

California Department of Education:

- Child Care and Development Program
- Child and Adult Care Food Program

Emergency Food and Shelter National Board Program

First 5 San Francisco Children and Families Commission:

- Preschool For All
- Family Resource Center Initiative Grant
- San Francisco SafeStart Initiative (subcontract from San Francisco Child Abuse Prevention Council)

San Francisco Human Services Agency:

- Housing and Homeless Services
- Homeless Family ACCESS SF (Accessible Child Care Expedited for the Shelter System San Francisco)
- 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



compass

FAMILY SERVICES

Compass Family Services

49 Powell Street, Third Floor
San Francisco, CA 94102

Phone: 415-644-0504

Fax: 415-644-0514

Web: compass-sf.org

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