



Lighting the Way Home

ANNUAL REPORT 2018-2019

Housing. Support. Hope.

Nour. Mission

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

Dear Friends,

WITH THIS ANNUAL REPORT, we invite you to reflect with us on 2019. It was a year of putting down roots in our new home at 37 Grove Street, a multi-service hub where we offer an array of housing-focused services in the heart of San Francisco, just steps away from City Hall. It was also a year of gathering momentum as we closed out our last strategic plan and launched a 2020 Strategic Plan that will build on a strong foundation to guide our decision-making and accelerate our impact over the next three years.

Compass programs provided services to 5,702 parents and children last year. A record-breaking 550 families participated in groups and classes, including 208 families in our housing workshops and 148 families in our childcare workshops. Our mental health services, accessible to members of all Compass families, reported 5% increase in the number of individuals served by the clinical team. And on the housing front, we saw an impressive 23% increase in the number of families who graduated from our residential programs into stable housing and were able to sustain themselves with their own income and childcare arrangements. We are enormously proud of our families' efforts to permanently end their homelessness and build stable, happy lives.

At the same time, there remains a growing and urgent need to help families survive when wages cannot keep pace with the cost of living. San Francisco's 2019 Point-in-Time (PIT) Count identified 612 people in 201 families experiencing homelessness. In addition to this one-night snapshot, we know that there are 225 families waiting for shelter and more than 450 families in the queue for a limited supply of city-funded housing. Our partners at the San Francisco Unified School District count 3,000 students experiencing homelessness in families, and there are hundreds of families who are "doubled up" in overcrowded apartments and single-room occupancy units without kitchens and other necessities.

In response to these harsh realities, Compass has expanded programming to rapidly re-house more homeless families, with a special focus on those enrolled in the school district and those with the highest barriers to stability. We have made a corresponding expansion to our aftercare services, ensuring that families who exit our housing programs have the skills, tools and resources they need to remain permanently housed. Finally, in recognition of our highly effective clinical services team, the City has selected Compass to pilot the community's first roving mental health program for families. This will involve an ambitious effort to provide homeless families at more than 25 sites across San Francisco with an array of therapeutic supports.

Compass has also deployed our growing data and policy teams to advocate for family-centered policymaking. Our partners at the Department of Homelessness and Supportive Housing recently announced key policy changes that will make shelter immediately available for all pregnant people, as well as make shelter and housing resources accessible to families living in overcrowded, substandard housing. We value the department's continued partnership and its expeditious plan to implement these important changes.

In 2020 and beyond, family stability will be the North Star that guides our service delivery and decision-making every day. Family stability starts with a home, but a home requires so much more than a lease and a key: we need living-wage income and diverse workforce opportunities, reliable and high-quality childcare, and physical and emotional well-being for every member of the family. Family stability will light the way home from our mission—to help homeless families achieve housing stability, economic self-sufficiency, and well-being—to our vision for a city where all children grow up in stable homes and make healthy and productive lives of their own.

We deeply appreciate your support and partnership to make stability a reality for all families. Your passion and presence, your generosity and compassion, and your active sharing of our mission have lasting impacts on the lives of parents and children every day. Thank you!

Erica Kisch, LCSW Executive Director



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COMPASS FAMILY SERVICES 2018-2019 ANNUAL REPORT



37 GROVE STREET

COMPASS' NEW SERVICE HUB for homeless and at-risk families opened its doors in September of 2018. During the first year, Compass saw an increase in the number of families coming in for housing, behavioral health services, and childcare, and participating in the expanded list of groups and classes that the new and larger space enables.

Three large meeting rooms now host parenting classes, a diverse list of support groups, regularly scheduled staff training, and our backto-school events where young students receive new shoes, backpacks, and school supplies. The increase in space offers workstations for an expanded number of interns and volunteers. The space even allows Compass to host meetings and workshops for our partner agencies.

Compass now has more room for our diaper bank, food pantry, and for storage of donated items from the community. Our capacity to receive and distribute in-kind donations of hygiene items, toys, clothing, strollers and other baby items has increased several times over. Compass' service hub at 37 Grove is designed and staffed to provide trauma-informed care to every family who enters. This means Compass is a place where families can feel safe in all ways: culturally, emotionally, and physically. We provide a space of transparency and trustworthiness, choices, and empowerment.

37 Grove was the mailing address for 576 families last year, providing Compass families with a stable address to receive important mail.



Our First Year



Marisol Zepeda, case manager for Compass Childcare Support Services, helps families secure childcare during weekly workshops.



Mario Navarro, Reception and Office Manager, greets a young client at our 37 Grove Street reception desk.

Accomplishments

- 5,702 parents and children servedthat's 1,942 families
- 47% of families were new to Compass this year
- 550 families participated in groups and classes
- 899 families were assessed for help with shelter and housing
- 81 families received direct shelter and transitional housing services



Kendra Froshman, Director of Impact + Learning, helps a student get ready for her first day back to school.

HOPE Childcare at Compass

OUR GOAL IS THE SAME as that of every parent we serve: to ensure that their children grow up healthy and happy and don't have to struggle through homelessness again later in their lifetimes.

Children in homeless families start life at risk in many ways, and these risk factors just compound unless addressed, creating a vastly uneven playing field as early as kindergarten. Children experiencing homelessness, especially those from birth to age 5, are more likely to be developmentally behind than their peers and five times more likely to experience homelessness as adults. Compass confronts these inequities in our youngest clients with high-quality, enriched education and care that addresses physical, cognitive, and social-emotional development, and provides early identification and intervention with developmental and learning issues.

Compass Children's Center implemented the 'continuity of care' model last year. This means teachers stay with the children from the time they enroll as infants until they are ready to go to preschool rather than having the child switch teachers when moving into the toddler room. This best practice ensures children and families are consistently engaged in high-quality early learning experiences through stable relationships with caregivers who are sensitive and responsive to a young child's signals and needs.



Music and Movement class at the NeighborNest.

Compass Children's Center and **Compass Clara House** provided enriched early education and care to 133 children last year.

This includes:

- High quality, full-time childcare and early childhood education Monday Friday
- Healthy meals and snacks, diapers and formula
- Gross motor skills development
- Health clinics and immunizations
- Mental health services and child shadowing to address behavioral challenges
- A full range of support services for parents, including access to other Compass programs and services

Compass Childcare Support Services (CCSS) links families facing homelessness with best-fit

childcare placements and helps to ensure the success of each placement. CCSS also provides case management for participating parents which includes job readiness so parents can join or re-enter the workforce.

CCSS placed 262 children into full-time childcare centers in San Francisco. That's a 54% increase from last year.

Childcare is also important when parents are meeting with their case managers, therapists, or attending groups or classes. Compass provided drop-in childcare to 654 children at our 37 Grove Service Hub and the NeighborNest.



Karina came to Compass interested in securing childcare for her two-year old son, Elias. She was nervous about leaving her child in someone else's care so Karina's case manager, Annie, helped her to think about what type of childcare setting would be best for the family. Annie accompanied Karina and Elias on visits to different childcare programs, helped bridge language barriers, and stuck with the family until they found the perfect fit for Elias.

Once Elias was fully adjusted to childcare, Annie helped Karina to enroll in English classes and to begin taking classes at City College, where Karina eventually earned her AA in Business Administration.

Today, with Annie's continued support, Karina is pursuing her BA with a STEM major and Elias is thriving in his childcare program where he is developmentally right on target, has friends, and loves his teachers.



Annie Quach, Compass Case Manager, meets with a client seeking childcare during weekly workshops.

HOUSING Compass SF HOME

Accomplishments

- 160 homeless families helped to secure housing
- 142 at-risk families helped to maintain their housing with eviction prevention funds and case management
- 44% of families increased their employment after one year in the program
- 88% of families remained stably housed after one year

HELPING COMPASS FAMILIES find housing is no easy task, as truly affordable housing opportunities in San Francisco have decreased drastically over the years. Unfortunately, the same is true for most of the greater San Francisco Bay Area.

At Compass, we continue to expand housing opportunities for families utilizing Compass SF HOME rapid re-housing and rental assistance services by growing our network of relationships with landlords from San Francisco to Sacramento. These relationships are vital to our efforts to move increasing numbers of families from homelessness to housing.

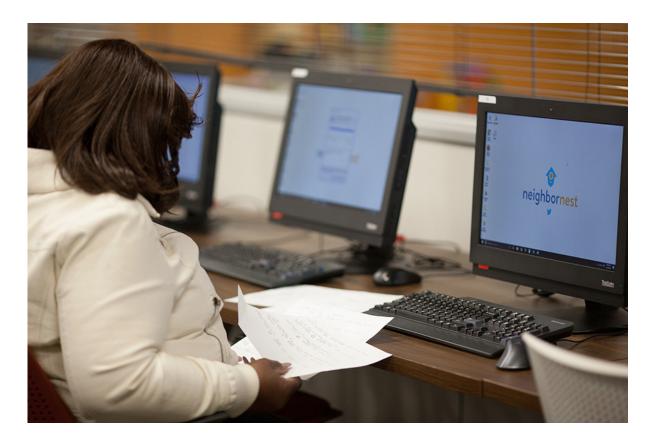
Our rapid re-housing services include:

- Case management support including selfsufficiency skill-building, access to resources, and advocacy
- Housing subsidies
- Housing workshops
- Educational and professional goal setting and support to increase incomes and self-sufficiency
- Assistance with security deposits, move-in costs, and eviction prevention funds
- Home visits

When Jill enrolled in Compass SF HOME and was matched with her new case manager, Isabel, and a rental subsidy, she was sleeping in a congregate shelter with her two children, including a 5-day old daughter.

Jill had just finished serving a 4-year prison sentence and was more than ready to begin her life anew. Her determination to secure housing and a positive future for her children was profound. Isabel worked with Jill to identify possible housing units and provided moral support and help with meeting basic needs, and Jill worked incredibly hard to find an apartment that would work for her family and finalize a lease. Jill made the choice to swim when she could have easily sunk back into the same pattern that originally took years away from her life. Today, Jill and her children have a safe place to live and Jill is looking for gainful employment.





"I have never had a case manager like you and have never been so blessed with such an abundance of resources, from feeding my family to housing us. I am forever grateful to Compass and I want you to know I plan on being in a position like you one day where I can help mothers just like me find their way home." –Jill, Compass client





SUPPORT Aftercare Services at Compass

WHAT HAPPENS when a Compass family secures housing? Compass Aftercare Services is here to support the transition and help each family to settle into their new home and community. Our case managers ensure that each newly housed family has access to the resources they need for stability. Our therapists provide critical emotional support. Families continue to engage via office visits, home visits and phone appointments. Many return for in-person support, including groups and classes. By providing aftercare services for the first year a family is newly housed, we increase the likelihood that exiting families will realize lasting stability.

Aftercare Services include:

- Case management support including selfsufficiency skill-building, access to resources, and advocacy
- Enriching educational and recreational activities for children
- Referrals to community resources
- Mental health services and support groups
- Computer lab and workshops
- Access to food pantry, diaper bank, and hygiene items
- Inclusion in Compass events and celebrations



Accomplishments

- 89 families participated in Compass Aftercare Services last year
- 96% of families who participated in Aftercare Services remain stably housed after one year

Melissa and Andrew

Melissa actively participated in almost every program and service that Compass offered after she and her infant son, Andrew, became homeless.

Melissa learned to better advocate for herself and Andrew with Compass by her side. Andrew was placed at Compass Children's Center, the family was helped to secure housing, and Melissa finished her bachelor's degree. She received legal assistance for her divorce through our partnership with Legal Link and kept her regularly scheduled appointments with Compass Behavioral Health Services.

After successfully completing Compass programs, Melissa is now proactively participating in Aftercare Services. She continues weekly office visits and therapy and Andrew continues to receive childcare and early childhood education at Compass Children's Center.

Melissa plans to go to graduate school and says she feels her calling is to become a social worker and help families that are facing the same challenges that she has faced.



Bertie Mandelbaum, Aftercare Case Manager and 40-year Compass employee, meets with Melissa weekly to ensure she and Andrew remain stably housed and to help her achieve her educational and professional goals.

"With Compass Aftercare, if you stick with it, you're going to succeed. I feel like I've accomplished a lot this past year, but I have a lot of goals I still want to accomplish in 2020... they're my dreams." –Melissa, Compass client

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 Commission:

- Preschool For All
- Family Resource Center Initiative

San Francisco Department of Homelessness and Supportive Housing

San Francisco Human Services Agency:

- Office of Early Care and Education
 - Early Learning Scholarships
 - Early Care and Education Case Management for Homeless Families

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

- Section 8 Housing Outreach and Navigation for Families
- Emergency Shelter Grant Program
- Community Development Block Grant Program

U.S. Department of Housing and Urban Development:

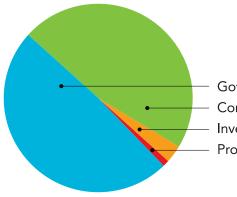
- Supportive Housing Program
- Supportive Housing Program Homeless Prevention and Rapid Re-Housing Program



Financials

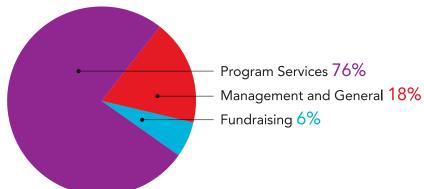
Fiscal Year Ending June 30, 2019

Revenues



Government Grants 49% Contributions and Events 47% Investment and Other Income 3% Program Fees 1%

Expenses



Statement of Activities

Revenues	
Government Grants (City, State, and Federal)	\$ 7,966,452
Contributions and Events	7,646,095
Program Fees	37,612
Investment and Other Income	721,118
Total Revenues	\$16,371,286
Expenses	
Program Services	\$ 9,350,254
Management and General	2,205,184
Fundraising	801,383
Total Expenses	\$12,356,821
Change in Net Assets	\$ 4,014,465
Net Assets, Beginning of Year	\$ 13,625,764
Net Assets, End of Year	\$ 17,640,229

Compass Volunteers



726 Volunteers 9,462 Hours of Service









COMPASS FAMILY SERVICES 2018-2019 ANNUAL REPORT

Our Donors

Thanks to the loyal and generous support of our individual donors, Compass Family Services continues to be San Francisco's longest operating family safety net, leading the way in helping families facing homelessness to secure stable housing and attain economic self-sufficiency and family well-being.

The following list reflects gifts received between July 1, 2018 and June 30, 2019. Each gift powers our mission to help families achieve long-term stability and success. Thank you!

Dream Maker 100K+

JoAnn and Jack Bertges California Urethanes Settlement Fund Lisa Erdberg and Dennis Gibbons Priscilla and Keith Geeslin Ashley and Minott Wessinger

Home Provider 50K+

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Education Proponent \$25K+

Jennifer Christie Victoire Reynal Brown and Owsley Brown Dana and Robert Emery Nancy Field and Kyle Anderson Stephanie and Dick Fredericks Christina and John Keker Krista and Aaron Moatz Sobia and Nadir Shaikh Diane Wilsey

Parent Advocate \$10K+

Nancy and Joachim Bechtle Sylvia and Malcolm Boyce Carolyn and Chris Colpitts Joanie and Bob Daoro Richard Fullerton Erica and Ken Gregory Meghan and Greg Harris Stephen Hearst Judith Hellman



Erica Kisch, Compass Executive Director, with Anthony and his son, Compass clients, who shared their story at the 2019 Spring Benefit.

Brenda Jewett Kerry Lewis Leesa Miao and Martin Romo Julie and Will Parish Anne-Marie and Wylie Peterson Leslie and Nick Podell David Shimmon Karen and Christopher Wagner Alexandra and Spencer Wells Chuck Williams Lisa and Todd Zabelle

Skills Builder \$5K+

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Job Coach \$2.5K+

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Employees of BlackRock enjoy the evening at Spring Benefit.

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Life Starter \$500+

Anonymous (3) Carol and Nick Ames Tiffany Apczynski Maryse Aubert Sandra Bagnatori Ryan Bauer





Leadership from Airbnb tour Compass Children's Center and make new friends.

Lvnn Bell Teena Berman and Owen Hart Traci Bone and Jonathan Lakritz Emilia and Tad Buchanan Dean Byrne Lucho Cabrera Liza and Joseph Cannata Mary Carp Laurie Carrade Chevron Matching Gifts Paulette and Elmer Chinn Eleanor Chung Jan and Alan Coe Amy Coleman Catherine Conk Nancy and Chris Connery Katrina Connolly Max Cornell Rob Cotterman and Rob Giljum Emily Coughlin Robin Critelli John Cunningham Aric Davis

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Inspired Stabilizer \$250+

Janet and Jeffrey Zanetto

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Elizabeth and John Darr



Compass and Twitter receive Mutual of America's Community Partnership Award for the NeighborNest.

Feralee and Charles Levin Susan Lopes and Jeffrev Saake Jeannine Louie Doreen and Larry Low Miriam and John Mangini Kathleen McCormick Jennifer Mo Debra Moore Ameet Naik Susan Neth Deirdre O'Bryan Arne Olson Lana Alcorn Olson Gail Oshima Chad Perbeck PG&E Corporation Foundation Robert Phillips Pledgeling Foundation Ron Rankin Alison and Todd Regenold Karen Reutlinger Julie Richards David Ring Kristin Ring Karl Robillard Elizabeth Roth and Ron Katz Judith and Alex Saldamando Linda Schneidman Carol Schrader Sally and Jim Shapiro

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Foundations

Compass Family Services is grateful for the generous partnership and support of our foundation donors, which enable our programs to provide the level of comprehensive services that homeless and at-risk families need and deserve.

We would not be where we are today without the generous philanthropic support of foundations that share and support our vision of a just society in which all children and their families are able to flourish in stable, secure housing.

Dream Maker \$500K+

Anonymous Mimi and Peter Haas Fund

Future Sustainer \$250K+

The Horace W. Goldsmith Foundation The William G. Irwin Charity Foundation Tipping Point Community

Wellness Champion \$100K+

Silver Giving Foundation Walter & Elise Haas Fund William Randolph Hearst Foundation

Home Provider \$50K+

Bainum Family Foundation Hellman Foundation

Educational Proponent \$25K+

Morris Stulsaft Foundation Quest Foundation The Gruber Family Foundation

Parent Advocate \$10K+

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Youth Mentor \$5K+

Ferroni Foundation Inc. Fthree Foundation Opportunity Fund

Skills Builder \$2.5K+

Clay Foundation - West RMLOW Foundation The Elinor Smith Charitable Trust

Community Investment Grant

Compass corporate partners are leaders in their industries and our work to end family homelessness in San Francisco. They understand their annual support of our programs that help children experiencing homelessness today will have a dramatic impact on reducing the number of adults experiencing homelessness on our streets tomorrow.

We are grateful to see growth not only in the number of companies who support our work, but also in the number of employees who continue to volunteer with us and involve their friends and families as well.

Architect \$500K+

Salesforce

Builder \$100K+

Twitter

Venture \$50K+

Genentech Foundation JP Morgan Chase Foundation San Francisco Private Dining Venues Sutter Health CPMC

Angel 25K+

Bank of America Charitable Foundation, Inc. BlackRock Kaiser Permanente Litman Gregory Asset Management Mutual of America Qatalyst Partners Sunhill Corporation Wells Fargo Zendesk Neighbor Foundation

Seed 10K+

BNP Paribas USA Calm Cisco Systems Foundation Meyers+Engineers Mytheresa TJX Foundation Tory Burch

Accelerator 5K+

Cathay Bank Foundation Comerica Bank Compass Credit Suisse First Republic Bank Indie Giving Ingenio In-N-Out Burger Foundation MaxMara MUFG Union Bank Foundation Skin Spirit

Starter \$3K+

Flexport Goldman, Sachs & Co. HAN Skincare Cosmetics UBS Financial Services Inc. Veronica Beard

Adopt-a-Family

Every year, Compass helps to make the holidays brighter for the families we serve. The 2018 holiday season was another record year with more than 400 generous donors adopting over 540 families.

Our Adopt-a-Family donors help to brighten the winter holidays for our families in need. They also raised an additional \$32,000 to offset the costs of administering the project. That means more funds to help our families with shelter, housing, childcare, counseling, educational and employment assistance, and other critical support services.

Thank you to all participating individuals, families, corporate teams, and civic groups for making the holidays joyful by fulfilling holiday wish lists and supporting our families throughout the entire year!

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Charles Slocumb and family

Erich Smith and family



Compass Family Services is where families facing homelessness receive housing services and comprehensive support as they transition from crisis to economic stability. Having served San Francisco for over 100 years, we are the City's longest operating family safety net and, in cooperation with partner organizations, Compass Family Services will serve until the need ceases to exist.

COMPASS FAMILY SERVICES 37 GROVE STREET SAN FRANCISCO, CA 94102

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