EVERY FAMILY NEEDS A HOME
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.
“While we were homeless, Compass Clara House allowed us to focus on finding our way and evolve, rather than struggle to survive. Compass programs helped us with basic life skills, parenting, and money management. We were encouraged to share our concerns and joy. Thank you.” – Jean Nguessan, former Compass Client
COMPASS FAMILY SERVICES PROVIDES A BROAD CONTINUUM OF SERVICES THAT HELP HOMELESS AND AT-RISK FAMILIES TO FIND AND MAINTAIN STABLE HOUSING AND BUILD STRONG, HEALTHY FAMILIES.

WE SERVED MORE THAN 5,000 PARENTS AND CHILDREN THROUGHOUT THE YEAR AND PREVENTED 693 FROM BECOMING HOMELESS.
DEAR FRIENDS,

AS WE WITNESS A CITY EXPERIENCING GREAT GROWTH AND PROSPERITY FROM INNOVATION, COMPASS IS STEPPING UP. WE VALUE CREATIVITY AND MODERNIZATION LIKE ANY MAJOR COMPANY. BUT WE WILL ALWAYS BE IN THE BUSINESS OF INNOVATING HOPE AND OPPORTUNITY WHILE BUILDING HEALTHY FAMILIES.

In an environment where families wait up to eight months for emergency shelter and ten years for public housing (or face $4,000 a month in median rent prices), Compass Family Services puts the onus on ourselves to aggressively adapt our practices to serve families faster and more holistically.

When an agency grows to serve 5,000 parents and children a year, efficiency becomes paramount because we need to address not just housing but mental and physical health, childcare and well-being, education, employment and more.

Last year, we redesigned our front door, making access to services easier for families. Employing creativity and resourcefulness, we retooled our service delivery system so that clients are matched with a case manager and assessed for all services within 48 hours of contacting us. We also expanded access to drop-in and crisis services – our drop-in center is now open five days a week. Increasing access for families is essential when life can change in a day.

Partnerships are a critical bedrock in our work. In the past year, we deepened and built on our innovative partnership with Twitter as we implemented our first year of programming at the Twitter NeighborNest. Today we offer an array of workshops, groups, and open tech lab hours that are popular with families who are looking to succeed using technology.

Building on some of our most successful programming, we published our 2015–2018 Strategic Plan to address the present and future challenges we are facing to ending family homelessness. Our plan introduces some new strategic directions that will ensure that Compass meets its mission and innovates for the future.

Most important of all, with your continued support and encouragement, we created real change this year for so many homeless and at-risk families. Thank you! As the saying goes: It takes a village. And you all are the aunts, uncles, grandmothers, and godfathers in ours.

Sincerely,

Erica Kisch, LCSW
Executive Director

Lisa Odyniec
Board Chair
LEADERSHIP

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“The Compass case managers and all staff are here to help. They really care. As a team they put the hope back in you and make you feel like a parent again.” – Lucho, Compass Clara House Resident
COMPASS FAMILY SERVICES EMPLOYS MORE THAN 40 FULL-TIME COUNSELORS AND CASE MANAGERS. EACH OF THESE DEDICATED INDIVIDUALS WORK CLOSELY WITH OUR CLIENT FAMILIES TO ADDRESS THE COMPLEX ISSUES THAT PRECIPITATED THEIR HOUSING CRISIS.

COMPASS COUNSELORS AND CASE MANAGERS HELD MORE THAN 30,000 SESSIONS WORKING HAND-IN-HAND WITH OUR CLIENT FAMILIES.
“Having experienced homelessness myself, I understand firsthand the limitations, anxiety and trauma one goes through. Given the opportunity to work in this field for 20 years, I feel very comfortable knowing that I can help ease the fears that most of our families have when they walk in the door.” – Ivory Thompson, Compass Crisis Intervention Counselor
THE COMPASS TEAM IS DIVERSE. OF OUR 100-MEMBER STAFF, APPROXIMATELY 57% ARE PEOPLE OF COLOR, 73% ARE WOMEN, AND MORE THAN 20% HAVE BEEN HOMELESS AND BRING FIRSTHAND KNOWLEDGE TO THEIR WORK WITH CLIENTS.
Having childcare is so important for a family, especially when they’re struggling to overcome or avoid homelessness. Having high quality and specialized childcare through Compass Family Services makes all the difference in the world for these children and for our families.” – Michelle Freeman, Compass Children’s Center Toddler Coordinator
COMPASS FAMILY SERVICES PROVIDED 205,000 HOURS OF HIGH QUALITY, ENRICHED CHILDCARE THIS YEAR. OUR EARLY CHILDCARE EDUCATION PROGRAMS ARE SPECIALLY TAILORED TO MEET THE NEEDS OF CHILDREN LIVING IN EXTREME POVERTY OR HOMELESSNESS.

BY PROVIDING CHILDCARE, WE FREED UP MORE THAN 200 PARENTS TO GO TO WORK, ATTEND SCHOOL, OR PARTICIPATE IN A JOB TRAINING PROGRAM.
“The Twitter NeighborNest gave me the opportunity to learn more about computer coding and the ability to participate and compete where I’m best suited. I’m better prepared and motivated now to contribute in so many new ways.”

– Olga, Compass Client
COMPASS FAMILY SERVICES’ EMPLOYMENT AND EDUCATIONAL PROGRAMS PROVIDE OUR FAMILIES WITH THE TOOLS THEY NEED TO COMPETE IN THE JOB MARKET AND SUPPORT THEIR FAMILIES.

OVER THE COURSE OF OUR FIRST YEAR OF OPERATION, NEIGHBORNEST PROGRAMMING HAS INCLUDED A WALK-IN COMPUTER LAB, JOB SEARCH AND HOUSING WORKSHOPS, PARENTING SUPPORT GROUPS, FAMILY MOVIE NIGHT AND ON-SITE CHILDCARE.
“Compass Clinical Services’ trauma informed approach is integrated into everything that happens at Compass. We do not ask ‘what is wrong with this person?’ but rather ‘what has happened in their lives?’ We approach all the work with compassion and curiosity in order to fully serve our families.” – Susan Reider, MFT, Compass Clinical Director
COMPASS FAMILY SERVICES PROVIDES A FULL RANGE OF MENTAL HEALTH SERVICES FOR FAMILIES IN ALL OUR PROGRAMS. THIS INCLUDES CRISIS COUNSELING, PSYCHOTHERAPY FOR INDIVIDUALS, COUPLES, AND CHILDREN, THERAPEUTIC SHADOWING IN OUR CHILDCARE PROGRAMS, AND A VARIETY OF SUPPORT GROUPS.

THIS YEAR, COMPASS CLINICAL SERVICES PROVIDED CLIENTS WITH 15,600 HOURS OF DIRECT MENTAL HEALTH SERVICES, AS WELL AS CLINICAL SUPPORT AND TRAINING FOR FRONT LINE STAFF AND INTERNS.
Statement of Activities

Revenues
Government Grants  (City, State and Federal)  $ 6,063,511
Contributions and Events  3,109,436
Program Fees  41,882
Investment and Other Income  48,077
Total Revenues  $ 9,262,906

Expenses
Program Services  $ 7,642,224
Management and General  1,023,207
Fundraising  512,773
Total Expenses  $ 9,178,204

Change in Net Assets  $ 84,702
Net Assets, End of Year  $ 10,387,568
GOVERNMENT FUNDING

California Department of Education:
• Child Care and Development Program
• Child and Adult Care Food Program

First 5 San Francisco Children and Families First Commission:
• Preschool For All
• Family Resource Center Initiative Grant

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
I contribute to Compass Family Services because the programs are client centered and they work. Families are respected and sincerely cared about. Staff listen as much as they lead. Compass truly cares about each family achieving the very best outcome and what they want in their lives.” – Diane Larrabee, Compass Donor
OUR DONORS

THE FOLLOWING LIST REFLECTS GIFTS TO OUR GENERAL OPERATING FUND FROM INDIVIDUAL DONORS RECEIVED BETWEEN JULY 1, 2014 AND JUNE 30, 2015. EACH GIFT HELPS US TO HELP OUR FAMILIES ACHIEVE HOUSING STABILITY, FAMILY WELL-BEING AND SELF-SUFFICIENCY. WE ARE DEEPLY GRATEFUL TO EACH AND EVERY DONOR. THANK YOU!

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Nina Carroll, Alice Hall, and Sue Engs attend the Compass Spring Benefit

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Compass distributed more than 45,000 diapers this year

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Kim Kraemer and Marc Watrous
Arlene and Steve Krieger
Karen Kubin

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Linda Black
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Sheila Botein

Compass families enjoyed a Halloween party hosted by Zendesk

Life Starter
Michael Allison
Susan Andrus
James Assing
Carrie Baesler
Trudy Barnes
Clare Kirkconnell Barr

Brett Bonthron
Vanessa Brown
Merrill Buice
Anne Chambers
June Chan
Heather and Jeff Clapp
Maya Creedman
John Cunningham

ANNUAL REPORT 2014-2015
Expecting Compass moms are provided with needed items during quarterly baby showers

Renee and Andy Charnas
Xiao Chen
Ann and Stephen Clark
Kristin Cobble
Priscilla and Kevin Connolly
Julia Davis
Lori Dietrich
Wendy Dodds and Sean Fox
Michelle Doyle
Charlene and Alan Drummer
Mark Engelman
Meredith Etherington

Heerad Farkhoor
Claire Febvre
Allison Ferenstein
Christin Feuerstraeter
Sara and Robert Fitch
Jeanine Fitschen
Phillip Fitzwater
Victoria Fong
Kerry Freeman
Lisa and Harold Gerber
Margaret Gerstung
Teresa Gjertsen
Carleen Goeckel
Diana and Marc Goldstein
Tema Ann Goodwin
Laura Grad and Robert Berg
Kathryn Guta
Tomiko Haber
Kate Hack and John Hongola
Mardi Hack
Cathleen A. Harrington
Laine Harrington
Hilary Hausman
Jessica and Jason Heck
Steven Hepting
Mark Higgins
Nuria and Charles Higuerras
Ann Hoyer
Michael Hullen
Louise Illies
September Jarrett
Cynthia Jones and Andrew Ross
Megan Kanne
Stephanie Katz
Sheilan Kazzaz
Kristine Keane
Sheila Kogan
Sara Konecky
Vladimir Kostiukov
James Kubicek
Jill Kuper
Nancy Lacsamana

David Lamarre
Frances and David Larson
Hannah Lawrence
Betsy and David Levy
Di Li
Sai Liang
Tracy Massaro
Mary Mazzocco and Jonathan Austin
Maureen McAvoy
John McCartney
Loretta McIntyre
Marilyn Milkman
Jeremy Miller
George Morton
Julie Nelson
Marlene and Tom Neuman
Nora and Dana Nicholson
Michael Norton
Elizabeth Obermeyer
Wendie and John O'Dwyer
Janine Okmin
Maureen O'Neil
Susan Orenstein
Janice and Frank Paredes
Glenda Paterson
Barbara Patinkin
Tina Perdices

Friend
Mabel and Daniel Abellera
Cynthia Aldridge
Joy and Jonathan Alferness
Evi Altschuler
Catherine and David Ayers
Yve Betar
Max Beunviaje-Boyd
Stephen Bezdek
Kris Bortz
Shirley Brogan
Sabrina Brooks

Heather Lindvall, Cristina Fink and Denise Carney attend the Compass Spring Benefit

ANNUAL REPORT 2014-2015
We are extremely grateful to our Community Investment Grant partners whose corporate social responsibility programs leverage their financial support and the volunteerism of their employees with the successful programming of Compass Family Services.

**Venture**
Genentech Foundation
Twitter

**Angel**
Qatalyst Partners LP
Williams-Sonoma/Pottery Barn/Pottery Barn Kids
Yammer
Zendesk

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Verizon Wireless
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GATX
TJX Foundation
Union Bank

Compass served more than 37,500 meals this year
ADOPT-A-FAMILY

The 2014 Adopt-a-Family project involved the incredible efforts of more than 100 corporate and organization teams and 160 individuals and families. Together these generous donors made the holiday season a little brighter and warmer for 383 families this year. Thank you to all of our thoughtful donors who do so much for our families.

Christie Adams
AECOM
Heather Albinson
Joy and Jonathan Alferness
Denise Africa
Allied World Assurance Company
Amazon.com
AppDynamics
Architectural Resources Group
Jackie Ashton
Association of Legal Administrators – Golden Gate
Amy Bachrodt

Jillian Bales
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Bruce Ito
Ashley Jackson
Kristen Jenkinson
Beth and Oliver Jenkyn

Volunteers from Learnist deliver Thanksgiving turkeys for residents of Compass Clara House

Compass kids enjoy time with Santa at the annual holiday party for families hosted by Twitter
Individual and corporate teams provided 4,825 volunteer hours to support our programs and services.

- Jiji John
- Stephanie Johnson
- Jill Keagy
- Lottie Kendall
- Amanda Kent
- Kforce
- Olana and Zain Khan
- Kholsa Ventures
- Susan Kim-Stuart
- Naomi and Gilbert Kisch
- Laura and Ryan Kruizenga
- Diane Lam
- Peggy Lane
- Becky Larson
- Keena Lazuca
- Brian Lee
- Noelle Lee
- LinkedIn Corporation
- Donna Liu
- Northwestern Mutual
- Shanna Ochoa
- Okta, Inc.
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- Optimedia
- Pac-12 Conference
- Pacific Foundation Services
- Tiffany Paul
- Stephen Pavelick
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- Personal Capital Corporation
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- Stacey Poole
- Katherine Poster
- Caroline Puiggali
- Qatalyst Partners
- QlikView
- Emily Quinlan
- Willow Radcliffe
- Kimberly Ratto
- Connie Rawson
- Alison and Todd Regenold
- Chelsea Robinson
- Katrina Rotter
- Jennifer Rowe
- Sharon Rowley
- Suzanne Rubinstein
- Shaun Ruiz
- Becca Russell
- Heidi Sabelhaus Myers
- Kathryn Sa-Davis
- Salesforce.com
- Emily Salvaterra
- Christine Salvatore
- San Francisco Environmental Planning
- Amanda Sarracino
- Bridget Schickedanz
- Jason Schulte
- Laura Seery
- Sobia and Nadir Shaikh
- Allyson Shapiro
- Laura Sherr
- Alice Shikina
- Christine Shpock
- Nikki Snowhite
- Chelsea Snyder
- Lori Solomon
- Leah Spero
- Laura and Greg Spivy
- Splunk
- Square, Inc.
- Roxanne Stachon
- Kate Steinheimer
- Liz and James Steyer
- Peggy and Craig Straley
- Karen Sun
- Synergy Corporate Housing
- Maria Taguiam
- Jessica Teach
- Andi Teggart
- Text 100 International
- The OutCast Agency
- The Sage Group
- The Swig Company
- Sara Ting
- Lisa Tocchini
- Alexandra Topper
- Towers Watson
- Charlotte and Scott Tracy
- Katie and Todd Traina
- Amy Tran
- Traverse Foundation
- Sara Tresslar
- TRUSTe
- Harry Turner
- Turner & Townsend
- UCSF 10 CVT
- Union Bank MUFG
- URS Corporation
- Viator
- Villareal Hutner PC
- W2O Group
- Lucy Wahl
- Natasha Warner
- Alexandra and Spencer Wells
- Wells Fargo
- Laura Weyl
- Michael Williams
- Hadley and Benjamin Williams
- Jim Wilson
- Corrine Wong and Alan Lau
- Woodruff-Sawyer and Company
- Kelly and Paul Wright
- Athena Xenakis
- Yahoo!
- Nenette Yallico
- Vivian Yuan
- Zendesk

Our three-year strategic plan was released this year. You can view it by visiting www.compass-sf.org in the “About” Section.