Our 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 a 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!

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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 back-to-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.

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

• 5,702 parents and children served—that’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

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

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

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 self-sufficiency 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.

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
“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
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 self-sufficiency 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
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.

“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

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.

Accomplishments

- 89 families participated in Compass Aftercare Services last year
- 96% of families who participated in Aftercare Services remain stably housed after one year
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
- Program Services 76%
- Management and General 18%
- Fundraising 6%

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
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!

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- California Urethanes Settlement Fund
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Mark Zafra
Stacy Zhong
Rebecca Zucker

Compass and Twitter receive Mutual of America’s Community Partnership Award for the NeighborNest.
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+
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William Randolph Hearst Foundation

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RMLOW Foundation
The Elinor Smith Charitable Trust

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

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.
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!
Families of Infantry Terrace
Family of David Farrell and Leslie Tagorda
Kathryn Farthing and family
Feed Media, Inc.
Jennie Feldman and family
Norman Ferrer and family
Fidelity Family Office Services
First Republic Trust Company & McKinley Family
Lindy Fishburne and family
Florette Salon and Shop
Fluxx
Forward
FRBSF - Statistics
Brooke Frederick and family
Kim Fredkin and family
Shameka Gaither and family
Frank Gallo and family
Melanyann Garvin and family
Beth Gassel and family
Meghan Gates and family
Georgetown 2018
Jennifer Gette and friends
Maggie Gilbreth and family
Kristin Gleeson and family
Gleser Family
Glynn Capital Management, LLC
Glynn Family
Katterinne Gonzalez and family
Jesse Goranson and family
Grammarly
Grand Hyatt San Francisco
Ashley Green and family
Heidi Gregory and family
Jessica Hanta and family
Audrey Harris and family
Suzanne Harrison and family
HDMZ
Elena, Jack Hearst and family
Margi Heldfond and family
September Jarrett and family
Elizabeth Jeffords and family
Jennifer Jeffries and family
Julia and friends 2018
Betty Junod and friends
K’s
Kip Kaehler and family
Kaiser Family Foundation
Kaiser Permanente SF
Amy Kangwankij and family
Kappa Alpha Theta San Francisco Alumnae Chapter
Brian Keil and family
Liz Kelley and family
Kelly’s 2018 Giving Group
Lottie Kendall and family
Kettle
Vivek Khanna and family
Khosla Ventures
Julie Kidd and family
Lauren Kowal and family
KPMG IARCS SF
Nikisha Kumar and family
Jill Kuper and family
Larisa Kure and family
Jean Kuwamoto and family
Kelsey Lamond and family
Claire Lawless and family
Le Blanc Chiropractic
Brian Lee and family
Jennifer Levanduski and family
Deborah McRitchie and family
Amy McPherson and Tim Moffett
Susan Omura and family
O’Neill Family
Akiko Onofusa and family
OODA Health
Anh Oppenheimer and family
Optimizely
Otis and Elizabeth Chandler Foundation
OutCast
Pac-12
Pacific Foundation Services, LLC
Pacific Gas & Electric Operations
Pacific Supply South San Francisco
Paige Family
Catherine Pajak and family
Palace Games
Partner Fund Management
Partnerize
Elysa Pearce and family
Pearson
Jodi Perelman and family
Anna Peterson and family
Anne Marie Peterson and family
Janeen Peterson and company
Whitney Peterson and family
Patricia Petrac and friends
Aey Phanachet and family
Brian Phillips and family
Pinterest
Nicole Pitaro and friends
Plastiq
Stacey Poole and family
Rynn Pressick and family
Ashley Prince and friends
Principal Builders, Inc.
Antony Prokopiou and friends
Qatalyst Partners
Maxine Raphael and family
Reciprocity, Inc.
Dana Reedy and family
The Regenold Family
Taylor Reid and office
RFJ Meiswinkel Company
Tracey Rice and family
Tarika Richter and family
Robert Half
Ryan Roderick and family
Sabrina Rohatgi and family
Rachel Rosenblum and family
Natalie Ross and family
Christina Rostampour and family
Jennifer Rowe and friends
Sharon Rowley and family
Roy Hospitality Design Studio
Beth Roy Jenkyn and family
Shaun Ruiz and family
Becca Russell and family
Dan Saffer and family
Sales Group
Sales Cloud
Sales Cloud Product Marketing, Salesforce
Salesforce
Salesforce IP Team
Salesforce Trailblazer Marketing Team
Salewski Family
Jessica Sanchez and family
Jaimie Sanford and family
Audrey Santamarta and family
Paula Sasso and family
Sue Schultes and family
Schwab Family
Marjorie Scott and family
Laura Seery and family
Segal Family
Sequioa Capital
Sequioa Consulting Group
SF Planning Dept, Environmental Planning Division
Nihar Shah and family
Poonam Shah and family
Rupal Shah and family
Sara Shahin and family
Sobia Shaikh and family
Arti Sharma and family
Shelly Lyon and friends
Sherpa Capital
Laura Sherr and friends
Anat Shiwak and family
Silicon Foundry
Dara Silveira and family
Gretchen Sisson and family
Charles Slocumb and family
Erich Smith and family
Sobel/Pfistner Family
Lori Solomon and family
Todd Speece and family
Squar Milner LLP
Square
Starsky Robotics
Micah Steffek and family
Kate Steinheimer and family
Yolanda Stephens and family
Karey Stern family and friends
Stitch Fix Field Operations
StoneTurn

Straley Family
Streatch the Imagination Preschool - Laurel Class
Jeff Sweet and family
Katie Swift and family
Swirl
Tapjoy - San Francisco
Jessica Taylor and family
Jessica Teach and family
TEKsystems San Francisco
Mary Tesluk and family
Kimberly Tholen and family
Thorpe Family
Hope Timberlake and family
Michele Tobin and family
Alexandra Topper and family
Town School for Boys
Town School for Boys - 1st grade
Katie and Todd Traina family
Sara Tresslar and family
Twilio API
Twitter
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.