



the arc of san francisco

2 0 0 9

# annual report



Alene Frankel  
*President, Board of Directors, The Arc of San Francisco*

## A Letter from Our Board President

The mission of The Arc of San Francisco is to serve people with developmental disabilities by promoting self-determination, dignity and quality of life.

Dear Friends of The Arc of San Francisco,

2009 was especially difficult for people with developmental disabilities whose services were put at risk by state budget cuts.

I am proud to say that The Arc showed strength, resilience and determination in meeting the challenges of doing more with less as we focused on protecting our services, improving governance and expanding fundraising:

- Management and staff agreed to a schedule of unpaid holidays, furlough days and reduced hours. All employees took a reduction in health insurance benefits. No employees lost their jobs.
- Family and caregivers donated over \$32,000 to help cover the cost of their loved one's services.
- Our Arc Angel Breakfast raised \$136,000 thanks to many donations and 16 new Arc Angels who made multi-year pledges to sustain our work.

Though the past year has been economically difficult, we continued our push for improvements through a number of key initiatives:

- Our new Strategic Housing Committee got to work ensuring people with developmental disabilities get their fair share of affordable housing.
- The Arc's Wellness Services expanded into San Mateo County where we will bring personal Health Advocacy to at-risk clients needing health care supports.
- Our Employment Development team joined a coalition of city, union and advocacy officials to increase city jobs for people with developmental disabilities.

I am grateful for the support of our staff, our leadership team, the Board of Directors and many volunteers who bring such dedication and talent to our organization.

To our donors, know that your financial support of our mission is the lifeline to independence our clients count on.

But most of all, I am grateful to The Arc's clients who have taught me to never give up in the face of adversity, and to continue to reach toward big goals.

Thank you all for your inspiration and support,

Alene Frankel

Job Development

Independent Living Supports

Housing Advocacy

Community Skills Training

Aging & Wellness Services

Arts & Recreation



## Spotlight on Our Board Leadership

We welcomed three new board members this year, and said a fond goodbye—and special thank you—to departing Board President Ann Ziolkowski and Directors Brent Kush and Tom Van Ess. Meet our new Directors below:



### Meg Rosegay, Director

Meg is a graduate of the University of California, Berkeley (1972) and the University of Colorado School of Law (1980). She joined the San Francisco law firm of Pillsbury Winthrop Shaw Pittman in 1981 where she practices environmental law, focusing on waste regulation and water quality matters. Her practice involves all aspects of compliance counseling, project planning and permitting, defense/settlement of administrative and judicial enforcement actions, and environmental aspects of commercial transactions. She is also a registered lobbyist in California. Meg grew up with a brother with Down syndrome who was fortunate to have the support of family members throughout his life. Her involvement with The Arc grew out of her understanding of the need to provide services and opportunity to people with disabilities to help them live up to their full potential. Says Meg, "I know first-hand how important it is for people with developmental disabilities to have a safe and secure environment, and to offer a helping hand. The Arc provides exactly that kind of support, and I'm proud to do my part to help their clients thrive."

### Karen Schneider, Director

A native of New Orleans, Karen attended college at Louisiana State University where she earned her B.S. in Journalism. Her career path turned to Finance for the subsequent 20+ years, and she is currently taking time off to stay home with her two young sons.



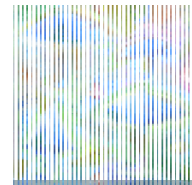
Previously, Karen served as Senior Vice President of Finance at Porter Novelli, an international marketing firm where she worked for ten years. Her nephew, Ben, is a person with autism, and Karen is passionate about improving the lives of people with developmental disabilities. Her involvement with The Arc began in 2005 when she and her son volunteered with our Skills Services group. From there she became a member of The Arc Angel Society, a Table Captain for the annual Arc Angel Breakfast, a member of our Board's Resource Development Committee, and a Board Director in 2009. "From the moment I stepped into The Arc's Howard Street facility, I was impressed by the important work being done to support the clients, and I am driven to help make a difference," says Karen.



### Juliana Terheyden, Director

Juliana is a native of San Francisco who began volunteering with The Arc at the monthly "We Gotta Dance!" events. She currently leads our Young Professionals group, which organizes volunteer, fundraising and social events to raise awareness about The Arc. Julie is a consultant at Cambridge Associates, where she specializes in providing investment advice to nonprofit institutions. She previously worked as a program manager at Rotaplast International, a nonprofit which provides free reconstructive surgery to those with cleft palate and related anomalies in developing countries. She is a graduate of Stanford University and received her MBA from the Haas School of Business at UC Berkeley.

"I believe every one of us is temporarily non-disabled, and in that way we all benefit by working to understand and support each other," says Julie. "Every time I go to The Arc I come away feeling uplifted. It's a wonderful place and I'm glad I can give back to the clients and the organization by fulfilling my role as a Board member."



"I know how important it is for people with developmental disabilities to have a safe and secure environment, and to offer a helping hand."

— Meg Rosegay,  
Board Member



Artwork (above):  
Umbrellas, by Marcus Kwan



2009 WorkLife Awards  
NOVEMBER 5, 2009

*Above: Clients protest cuts to vital services; our 2009 WorkLife Awards celebration.*

*Below: Carmelite celebrates her new position in the Mayor's office; John and Steve whip up lunch at our facility on Bay Street; students from Thurgood Marshal HS at our second annual Youth in Transition Open House.*



# Highlights of 2009

**A**t The Arc, we can't afford to dwell very long on bad news—we've got too much to do and too much at stake in the future of our clients.

Despite the setbacks experienced in 2009, we choose to remember all that we accomplished. Here's a look at a few things that make us proud.

**New Clients.** The Arc of San Francisco welcomed 57 new clients in 2009. We are currently serving 547 individuals with developmental disabilities.

**New Jobs.** Despite the challenges of San Francisco's 10% unemployment rate, The Arc's Job Placement Services placed 33 clients in new jobs. The total number of clients in paid employment is now 197 (a drop of 16 clients from the previous year). However, the average hourly wage went up \$.37 to \$10.82. Also, our annual Employer Survey showed that 97% of employers of The Arc's clients are "satisfied overall" with our Job Placement Services.

**Independent Living.** 100 clients in San Francisco and San Mateo Counties received Residential Services from The Arc, with instructors providing support and training in personal banking, bill paying, grocery shopping and meal planning—all skills clients need to live successfully on their own. Plus, our Housing Advocate placed 5 clients in safe, affordable housing.

**Wellness Services.** 18 new clients were added to our Wellness Services roster. We now support 95 at-risk individuals with a dedicated Health Advocate who accompanies clients on medical visits, advocates for them with health practitioners and assists individuals in complying with medication and other therapies.

**Client Outcomes.** The Arc instituted a new client outcomes measurement system to help staff plan and assess progress toward client goals and identify areas for improvement. Data is collected in a computerized format for easy uploading into a new database.

**Responding to Autism.** The Arc enrolled eight new clients with a primary diagnosis of autism. This is an increase of 22% in one year; a trend we expect to accelerate. The Arc continued to reach out to the community with our Autism Forum attended by 100 people in April, and two Family Gatherings to support caregivers of our clients with autism. The Arc implemented new service enhancements including clinical case consultation, peer mentoring and the use of Social Stories. Plus a new Nonviolent Crisis Intervention® training was completed by staff.

**Transition-Age Youth.** Over 75 people attended The Arc's Youth Open House for young adults, their parents and teachers to learn more about the services and supports available after the completion of high school—from employment, education and housing to skills training and recreational opportunities.

**Staff Training.** Nine staff from The Arc earned a bonus for completing a 35-hour online course offered by The College of Direct Support at the University of Minnesota. In addition, The Arc added several new in-house trainings for staff in 2009, including *Health Issues Throughout the Lifespan* and *Best Practices for Relations with Clients*.

**Health Care Reform.** The Arc is collaborating with the Golden Gate Regional Center, Health Plan of San Mateo and the University of California SF to reform California's health care system for people with developmental disabilities. With funding from the UCSF

## HIGHLIGHTS 2009, cont.

*Right, top to bottom: UCSF med students at The Arc; Thomas' microenterprise hits it big with peach smoothies; Green Fashion Show at ArtReach Studios.*

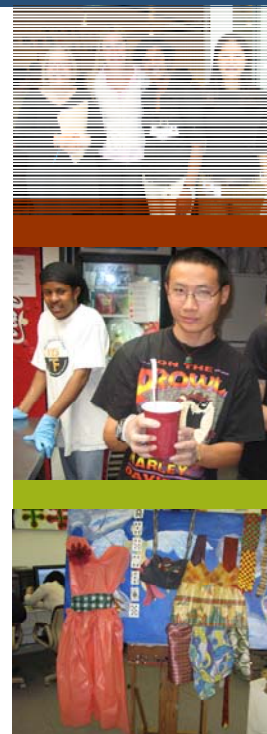
Community Partnerships Council, the Special Hope Foundation and the William Hearst Foundation, the team has completed the Phase I Planning process and is now working toward systemic changes on multiple fronts. The Arc has become a training site for 3rd and 4th year UCSF medical students who do a rotation in developmental medicine working with our clients. In addition, an Arc Health Advocate will be outstationed to better serve the health care needs of patients with developmental disabilities at SF General Hospital Family Health Center.

**Social Activities.** Our Recreation and Socialization department is proud to report that our monthly "We Gotta Dance!" event now attracts over 100 attendees (and still growing) including clients from The Arc and peers in the community. Clients DJ all the music, manage the refreshment stands and help coordinate the cleanup.

**Client Microenterprise.** The Arc incubated six new client microbusinesses last year, helping clients with the planning and implementation of four cafés, a smoothie bar and one tattoo service. Our top-grossing enterprise averaged daily sales of \$47 over 7 months of operation.

**Self-Advocacy.** Over 60 clients attended the 13th annual Self-Advocacy Conference in San Francisco, plus our clients rallied their forces in protest against budget cuts at City Hall, in Sacramento and in Washington, D.C.

**The Arts.** Artists from The Arc drew great reviews and new patrons this past year as art-lovers enjoyed our 12 exhibits in San Francisco and San Mateo counties. Our art studios benefitted from inspired volunteers who collaborate with our artists and champion their work.



## Statement of Activities

2008-2009

### REVENUE & SUPPORT

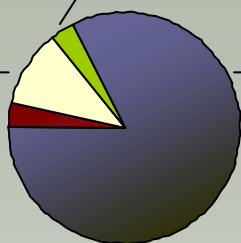
Total: \$9,058,551

Fundraising, Events and Special Activities  
\$874,721 (10%)

Contracts  
\$297,321 (3%)

Other/Rent Income  
\$258,262 (3%)

Fee-for-Service  
\$7,628,247 (84%)



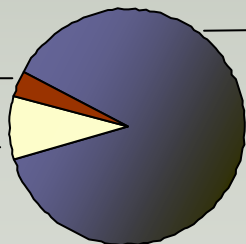
### EXPENSES

Total: \$8,971,875

Fundraising  
\$227,166 (3%)

Administration  
\$774,798 (9%)

Program Services  
\$7,969,911 (88%)



Total Change in Net Assets	
Net Assets Beginning of Year	\$4,688,712
Net Assets End of Year	\$4,440,940

*The 2008-2009 audited Financial Statements for The Arc of San Francisco are available upon request.*



# You Make It Possible

Your donations make a real difference in the lives of our clients, creating more opportunities to grow and succeed as productive adults in our community. Thank you for your generosity.

## The Arc Angel Society

**Arc Angel Society Members** help us maintain our quality of service by making 5-year pledges of \$1,000 or more per year.

*The individuals listed below are very special donors, and we are grateful for their commitment to our clients.*

Eileen Arbues & Terry Robison  
 Valerie Barth & Peter Wiley  
 John Beeler  
 Courtney Broadus & Christian Meyers  
 Angela & Charles Carter  
 Julie and Chris Cimino  
 Oliver Clode & Jon Leafstedt  
 Ann Fletcher Colvin  
 Dan Cousins  
 Mary & David Dietrich  
 Arlene & Don Doyle  
 Patty Ziolkowski & Chris Dunhill  
 Audrey & James Emerich  
 Tracy & Bryan Everett  
 Marian Fields  
 Jeff Fish  
 Jackie & Alan Fox  
 Diane & Charles Frankel  
 Alene & Matthew Frankel  
 Myrna & Tom Frankel  
 Marjorie & Cary Fulbright  
 Carolyn & Bill Gaul  
 Shelley W. Gottlieb  
 Alison McRae & Michael Gould  
 Kim Yates Grosso & Andy Grosso  
 Ellen Hanscom  
 Holly Johnson & Parker Harris  
 Ann Marie Heffernan & Scott Gardner  
 Lenore & Frank Heffernan  
 Erna Hennessy  
 Sandra & Charles Hobson  
 Nancy & Dick Hoedt  
 Patty & Richard Hoedt  
 Timothy Hornbecker  
 Catherine & Sam Humphreys  
 Craig Issod  
 Tim Jones & Fredrick Lessley  
 Patricia Kennedy  
 Jackie & McDowell Kenley  
 Irina & Sasha Kovriga  
 Brent Kush

Kathleen & John Leones  
 Kris Johnson & Joseph Lerer  
 Jenny & Clifton Linton  
 Meredith & Scott MacDonald  
 Yuko & Comer Marshall  
 Kim & Stafford Matthews  
 Alanna McAlorum  
 Tomasita Medal  
 Kate Medicott  
 Elizabeth Sheofsky & Larry Melillo  
 Kirsten Mellor & Jonathan Shapiro  
 Greg Murphy & Susie Medak  
 Pat Napoliello  
 Patrick Nims  
 LaVey & Brandt Norquist  
 Stacy & John Proctor  
 Laura & Robert Repke  
 Kevin Robinson  
 Margaret Rosegay & Steve Piatek  
 Dean Sampson  
 Betty & Jack Schafer  
 Karen Schneider &  
 Ignacio Sanz-Pastor  
 Julie & Mark Schneider  
 Mahla Shaghafi & Vahid Hejazi  
 Mitsuko & Walter Slater  
 Marissa Snapp  
 Augusta & John Stewart  
 Qasim Tarin  
 Juliana Terheyden  
 Kimberly & John Wagenbach  
 Amy & Bill Walsh  
 John Watson  
 Brian Wiegman  
 Kay Yun & Andre Nuemann-Loreck  
 Ann Ziolkowski  
 Abby Hurst & Joe Ziolkowski

## Corporate Circle Members

*Our Corporate Circle Members are companies who contributed \$2,500 or more to help sustain and improve our services. Their belief in our mission and support of our work impacts every client with disabilities we serve.*

**\$25,000 Circle of Empowerment**  
 Wells Fargo Foundation

## \$10,000 Circle of Dignity

AT&T California  
 Bank of America  
 Cisco Systems, Inc.  
 Morrison & Foerster Foundation  
 The Safeway Foundation  
 State Street Foundation  
 Union Bank

## \$2,500 Circle of Community

Levi Strauss & Co.  
 Matson Navigation Company, Inc.

## Major Donors

*Our Major Donors made contributions of \$1,000 or more in 2009. Their gifts affect the design, scope and quality of services we offer, and we are grateful for their contributions toward our success.*

## FOUNDATION & CORPORATE PARTNERS

### \$50,000 to \$100,000

Mayor's Office of Community Investment  
 The Special Hope Foundation  
 The William R. Hearst Foundation

### \$5,000 to \$49,999

George H. Sandy Foundation  
 Hurst Foundation  
 Mayor's Office of Housing  
 Mount Zion Health Fund  
 Rotary Club of San Francisco  
 S.H. Cowell Foundation  
 Metta Fund Health Foundation  
 The Harold & Mimi Steinberg Trust  
 The Stanley S. Langendorf Foundation  
 The William G. Gilmore Foundation  
 Touchpoint Foundation  
 University of California San Francisco

### \$1,000 to \$4,999

F.A. Holloway Trust  
 Fenwick & West LLP  
 Festa Foundation  
 Genentech, Inc.  
 Littler Mendelson Foundation  
 Matson Navigation Company, Inc.  
 Metropolitan Arts Partnership

Pacific Gas & Electric Company  
 Paragon Real Estate Group  
 Salesforce.com Foundation  
 Sawa Family Charitable Trust  
 Sidney Stern Memorial Trust  
 Star One Credit Union  
 Svendgard Family Philanthropic Fund  
 Wilson Sonsini Goodrich & Rosati

#### INDIVIDUALS

##### \$5,000 to \$10,000

Mary Jane and Bill Brinton  
 Bruce Francis  
 The Barbara Shupin Trust  
 Stacey & Jim Steele

##### \$1,000 to \$4,999

Brad Aris  
 Pascal & Luc Barthelet  
 Jeanne & Dan Benatar  
 Jean & Amando Brazil  
 Elizabeth Cumming  
 Robin & Richard Edwards  
 Susan Egan  
 Audrey & James Emerich  
 Diana Cohen & Bill Falik  
 Harvey Hinman  
 Denise Garone & Stuart Kogod  
 Terrance Gill  
 Frankie Jean Jackson  
 Audrey & Thomas Jacob  
 Marci Glazer & Jon Kaplan  
 Elizabeth Brogna & Michel Kapulica  
 Carl Kaufman  
 Clarissa Kripke & Gail Ludwig  
 Beverly & Eugene Lee  
 Deborah & Peter Magowan  
 Felicita & Richard Moriguchi  
 Eva & Benito Ouano  
 Eileen & Phillips Perkins  
 Marilyn & Richard Petrich  
 Ralph Rauli  
 Maria Reichmuth & Jackie Zukor  
 Tobi & Mark Rubin  
 Dieter Schmalzing &  
 Benedicte Lebreton  
 Drew Sechrist  
 Dan Straus & Darleen DeMason  
 Mary & Thomas Sullivan  
 Lenny Vaynshteyn  
 Diane & Robert Wagner  
 Virginia & Guy Wanger  
 Courtney Weaver & Simon Frankel  
 Barbara & Loren Wilson

#### EMPLOYER CAMPAIGNS

##### \$1,000 or more

AT&T California  
 Bank of America  
 Union Bank

#### Employers

*Employers of Clients of The Arc are committed to fostering greater diversity in our community by hiring people with developmental disabilities. They are tireless role models and real champions for a more inclusive workforce.*

ABM Janitorial Services  
 Alma Via of San Francisco  
 AMC Theatres  
 American Eagle Outfitters  
 Andronico's Market  
 Arch Drafting Supply  
 Bingham McCutchen  
 Blanc Otus Public Relations  
 Blockbuster Video  
 Boudin Bakery & Café  
 California Pizza Kitchen  
 California Staffing Service  
 Carat Fusion  
 Children's Village  
 City College of San Francisco  
 Coblentz, Patch, Duffy & Bass  
 Cohn & Wolfe  
 Conservatory of Flowers  
 Contemporary Services Corporation  
 Costco  
 Courtyard by Marriott  
 Crunch Fitness  
 Cumulus  
 Department of Human Services  
 Discount Builders Supply  
 DLA Piper  
 Economy Restaurant Fixtures  
 Eleven Inc.  
 Energy 92.7  
 Eurest @ Charles Schwab  
 EVB  
 FedEx Kinko's  
 Fenwick & West LLP  
 Foods Co.  
 Fresh Choice Bake House  
 Golden Gate National Parks  
 Conservancy  
 Goodlife Grocery  
 Goodwill Industries  
 GRABBER

Hanson Bridgett LLP  
 Heritage Homes-Mercy Housing SF  
 Human Services Agency SF  
 IKON Office Solutions  
 Jack in the Box  
 Jewish Community Center  
 KRON-4  
 Legal Services for Prisoners with  
 Children  
 Lucky's  
 Mama Calizo's Voice Factory  
 Marin Software  
 Mayor's Office of San Francisco  
 McCann Worldgroup  
 Morrison & Foerster LLP  
 Mrs. Fields Cookies  
 Murphy Pearson Bradley & Feeney LLP  
 Net Shelter  
 Nike Town  
 Ninth Circuit Court of Appeals  
 Nixon Peabody LLC  
 Noah's Bagels  
 North and South Adult Day Health  
 Partita Custom Design Jewelry  
 Peet's Coffee & Tea  
 PG&E  
 Presentation Senior Center  
 REI  
 Richmond Senior Center  
 Safeway Stores  
 Salesforce.com  
 San Francisco Giants  
 San Francisco Institute of Esthetics  
 San Francisco Marriott  
 San Francisco Museum of Modern Art  
 San Francisco School Alliance  
 Seabury & Smith  
 SEIU Local 1021  
 Sephora  
 Sequoias San Francisco  
 Starbucks Coffee  
 Toolworks  
 Trader Joe's  
 Triage Consulting  
 Universal McCann  
 Venables, Bell & Partners  
 Veolia Transportation  
 Westfield Shopping Center  
 Whole Foods Market  
 Yerba Buena Ice Skating Center



*Every client on our Wish List received a holiday gift this past year thanks to Jen Pleiman (center) and FIT colleague Analisa Naldi who rallied their friends and family to help clients in need.*