



The Arc[™]

San Francisco

*For people with intellectual
and developmental disabilities*

2023

Annual Report July 2022–June 2023



OUR MISSION

To partner with adults with developmental disabilities as **they design their futures** and **transform our communities** through lifelong learning and self-determination.

OUR VISION

We picture a **fair and just world** where all **people with developmental disabilities thrive**.



MESSAGE FROM THE EXECUTIVE DIRECTOR

Thank you so much for your support of **The Arc San Francisco** last fiscal year.

We truly could not do the work we do without your generosity. We hope you'll enjoy reading about your impact in this year's annual report. As we assembled the stories and stats for this report, a theme jumped out at us – **Leading from Within.**

It is so common to look outside of yourself and outside of your organization for leadership. But if there's one thing we know at The Arc SF, it's that **we are a community of leaders.**

Participants were a great example of this in 2023. In our annual client survey, they let us know loud and clear that they wanted to run more of our programming themselves.

Immediately, our staff began building our next semester's classes with this in mind, and now our **participants are teaching fitness, internet basics, and more.**

We are proud of our team at The Arc. They show leadership and they embrace challenges to help us achieve our goals and mission.

You are seeing two of us signing this letter because when Kristen planned her maternity leave, she asked Esther to step up and fill the Executive Director role in her absence.

Many organizations look outside for an interim leader at times like this, **but Esther was given this invaluable chance to grow and lead for six months.**

As we continue to lead from within and in partnership with our community, we look to you, our supporters to help amplify our message of radical inclusion and belonging for people with disabilities in our community.

We look forward to continuing to share our strides towards disability justice with you.



Kristen Pedersen
Executive Director

A handwritten signature in black ink, appearing to read 'Kristen Pedersen'.



Esther Landau
Interim Executive Director

A handwritten signature in black ink, appearing to read 'Esther Landau'.

THANKS TO YOU **WE SERVED**

722 **ADULTS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES**

throughout **the Bay Area** including **San Francisco, Marin** and **San Mateo** county in the 2023 fiscal year
(**July 1, 2022 – June 30, 2023**).



HEALTH AND WELLNESS

134 Participants receiving health advocacy services

108,887 Healthcare case management hours

24 interventions

The Wellness program is a crucial support for our most vulnerable participants who have lacked medical attention for years due to fears, misunderstandings, or practical hurdles like scheduling issues, transportation limitations, or communication barriers. We help simplify access, guiding participants through these challenges.

Health Advocates conduct home visits, uncovering unsafe conditions and securing crucial referrals. Your generosity aids routine vaccinations and addresses diverse needs, from advocating for vulnerable individuals to supporting those battling severe anxiety or chronic ailments.

With your involvement, **we prevented emergencies, making 24 crucial interventions—6 emergency room visits and 18 urgent care appointments**—showcasing your commitment to proactive healthcare.

The image shown below is a digital duotone photograph presented in yellow hues. The picture depicts a conversation between a participant and their health advocate.



RESIDENTIAL SERVICES

34

Participants receiving independent living support and housing advocacy

17

Supported Housing Units, SF: The Arc Bay Street, Arc-Mercy Housing, Bill Sorro Community



The Residential and Housing team takes pride in successfully **enrolling 10 participants in both housing and the San Francisco Housing Authority (SFHSA) voucher program** waitlist, guaranteeing access to affordable rent and enabling them to prioritize personal growth, well-being, and active community engagement.

We've been there every step as our participants slowly reconnected after the pandemic, easing worries about returning to work and day programs.

Collaborating closely with the Wellness Program, we ensured that all residential participants, including those not enrolled in Wellness, received their annual vaccination boosters.

We also provided vital support to several participants who underwent hospitalization due to surgeries or other procedures, extending our services to meet their recovery needs.

The image shown above is a black-and-white photograph of a participant looking at artwork in their home.

LIFELONG LEARNING

395 Adults in Lifelong Learning.

361 Adult students taking Zoom classes

51 LifeLong Learning Graduates

Our Lifelong Learning team had an exciting year, learning more about participant needs and interests.

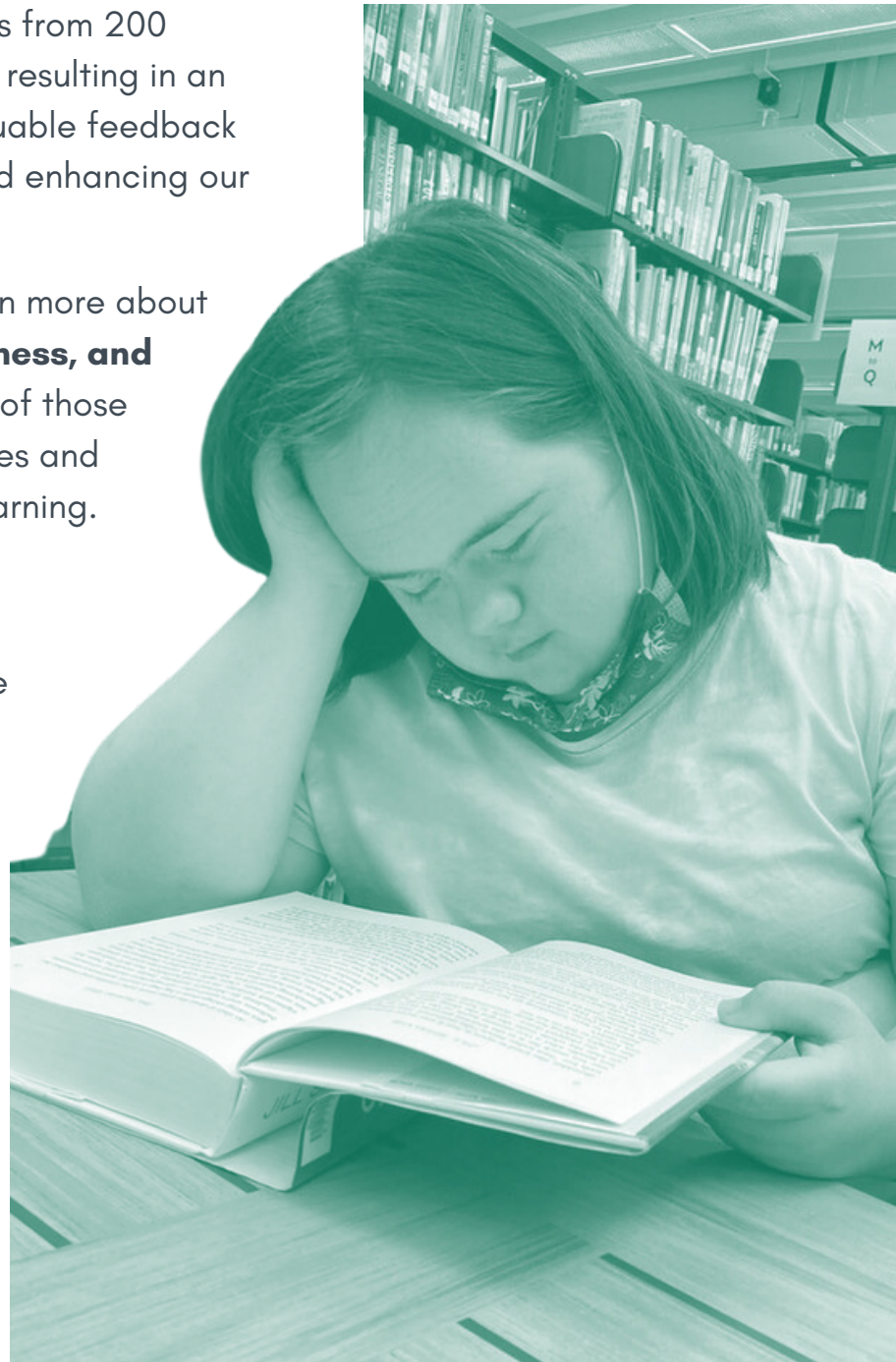
We received 242 insightful contributions from 200 participants in **our Participant Survey**, resulting in an impressive 31% response rate. This invaluable feedback directly guides our efforts in refining and enhancing our services.

We found that participants want to learn more about **life and social skills, health and wellness, and arts and creative writing**. 40 percent of those surveyed reported liking in-person classes and 26.87 percent struggled with remote learning.

With your continued support, our team worked hard to ensure the return of onsite learning, enriching the educational experience. Additionally, around 37% of our programs now offer hybrid formats.

In response to participant interest, we expanded participant co-led classes from two to seven, covering diverse topics, from *Black History and Chinese Culture to Fitness, Client Advocacy, Technology, and Sports*.

The image features a participant reading a book at a table, with a green duotone effect applied to it.



WORKFORCE DEVELOPMENT

249 Employed and
in career
development

156 Employer
Partners

13 Interns

25 Graduates

12 New Employer
Partners



The Arc SF Workforce Development team successfully assisted participants in **securing employment in high-level roles** such as digital communications and engineering assistance at **Sundt-Walsh**.

Our new partnerships with companies like **Wyndham, IKEA, and Constellation Culinary at Cal Academy** create a diverse range of job opportunities, allowing us to tap into various skill sets within retail, food, and customer service.

We expanded our internship opportunities internally at The Arc SF. This includes new roles in our operations team, focusing on building maintenance, as well as another role dedicated to supporting social media efforts.

Additionally, we're pleased to announce the resumption of our in-person Transitional Age Youth (TAY) sessions. These sessions provide high school students with intellectual or developmental disabilities the opportunity to gain valuable workforce experience as they prepare to graduate.

A duotone purple image shows Morgan, The Arc SF's operations intern, setting up the organization's newest sensory room.

RECREATION AND THE ARTS

121 Friends Like Me Participants

78 Friendship Line Calls

44 ArtReach Artists

We had an amazing year at ArtReach! We kicked it off with our first in-person art show and fair in collaboration with our partners at **Helpers Community**, showcasing our community's artwork.

Your incredible support and contributions helped us to find a new location for our ArtReach studio in Burlingame. To commemorate the event, we hosted an open house that showcased a fashion show sponsored by Dragonfly Community Arts, featuring outfits made of recycled items.

Friends Like Me is back in person on Mondays and Wednesdays, hosting dinner and movie nights, giving our participants social opportunities after work or school. We also thank our **young professional council Pulse** for sponsoring our monthly dances every third Friday.



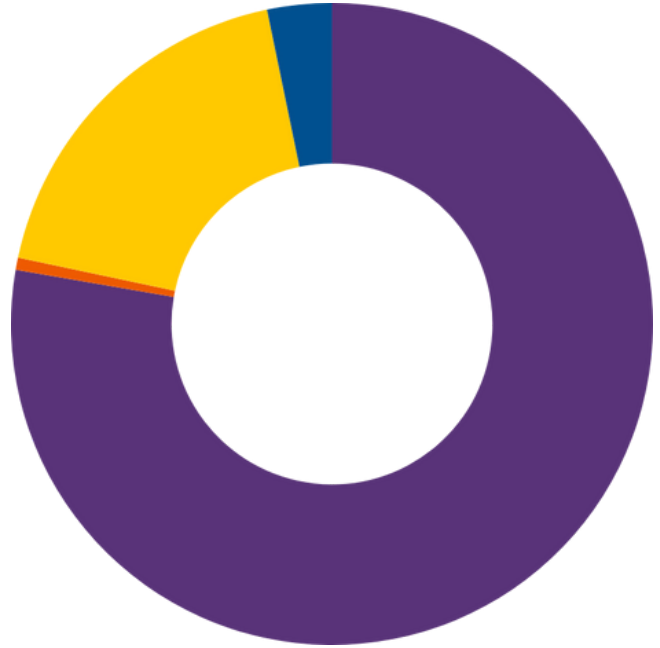
STATEMENT OF ACTIVITIES

FY 2022-2023

REVENUE AND SUPPORT

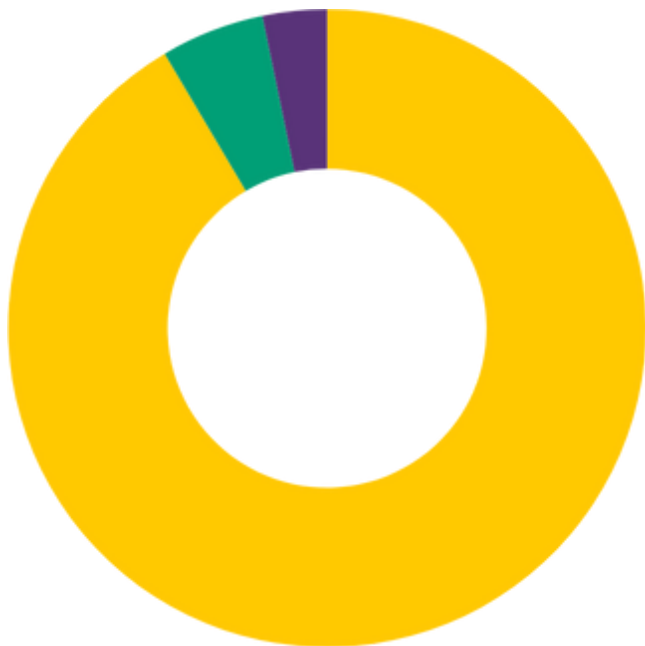
Total Operating Revenue:

\$12,081,011



● Government Funding	
● Corporate Funding	
● Individual Donors	
● Rent and Other Income	
Total Operating Revenue	

\$10,138,134	83.92%
\$147,240	1.22%
\$1,403,080	11.61%
\$392,557	3.25%
\$12,081,011	100%



TOTAL EXPENSES

\$11,590,884

● Program Services	\$10,605,641	91.50%
● Fundraising	\$608,345	5.25%
● Administration	\$376,898	3.25%
Total Expenses	\$11,590,884	100.00%

VOLUNTEERING

1,543 Volunteer Hours

28 Peer Mentors

15 Pulse Members
young professional
council

4 Business
Advisory Council
Members

We had an exciting year of volunteering, thanks to the return of in-person events. We're grateful for our corporate partners like **Zendesk and Deloitte** who joined us for group volunteering, as well as our recurring individual volunteers who supported our mission.

Our young professional council, **Pulse**, played a key role in bringing back our monthly dances and collaborating with community partners like **Oasis** for additional social opportunities outside our campuses.

During Thanksgiving, 27 **Rotarians** brought joy to our different campuses, reviving our annual Rotarian Thanksgiving celebration in person.

With continued funding from **San Francisco's Department of Disability & Aging Services**, our **Peer Mentor Program** completed its second successful year. We were delighted to connect community volunteers directly with Arc participants - in person this year! - with 15 mentors in the fall and 13 in the spring.

The collage below shows participants at Oasis dancing.

Keith and Kyle, **BAC members**, pose with **WLA 22 host Gaby**.





Displayed above is a collage of pictures featuring participants of The Arc at various events. Among them, you can see attendees at a Giants Game, Douglas proudly displaying his artwork, and a snapshot from ArtReach's fashion show.

BOARD MEMBERS

Greg Vogel, **Chair**
Leah van der Mei, **Vice Chair**

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Verna Gallaread

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A participant of The Arc receives their Thanksgiving meal.

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Lael Shaver
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Dineth Siriwardane
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Dr. Lawrence Slater
Matt Snyder

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Andreas Tan
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Kim Taylor Wiatrak
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Touchpoint Foundation
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For people with intellectual and developmental disabilities

THANK YOU TO OUR CIRCLES OF SUPPORT

This list reflects gifts received from July 1, 2022 to June 30, 2023. We strive for accuracy - if we have made an error or omitted anyone, please contact Esther Landau at elandau@thearc.org or 415-918-7343. Thank you!

Erika Trageser
Joseph Traylor
Shannon Trevino
Phyllis Tucker Saunders
Linda Tung
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You can turn your one-time donation into a monthly donation when you join The Arc SF's Monthly Giving Circle. No paperwork, no postage - just continuous support from your card. You can cancel at any time. We are grateful for your support.

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