



EMPOWERING PEOPLE • RESTORING HOPE

2021-2022 Annual Report

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"We love the monthly newsletter/calendar"

"You people are awesome!" "Everything is good"

"Keep up the good work"

"Staff have been very helpful."

"Since moving here, it's been such a blessing. Thank you all!"

"Love this place"

"Thank you for all of your help"

"Truly blessed to be here."

"You people are awesome!"

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"They're doing a great job"

"A good building to live in"

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Quotes from Our Residents

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Welcome

Dear Friends of the Conard House Community,



It has been an exciting year. Last year, at this time, it was a time of gratitude as the world battled through Covid-19. Today, the Conard House vision is all about the future, and it is bright. That's not to say we don't have our challenges. Our organization endeavors constantly to improve the lives of our residents. It's an extraordinary responsibility. Each one of those responsibilities carry an enormous weight. One we don't take for granted.

This year, my 5th year on the Board, I went back, and I dug up the autobiography of our co-founder, Elaine Mikels. In *Just Lucky I Guess*, Elaine wrote about what she wanted to achieve for Conard House. It was many things. Though, it could be summed up with giving residents as wonderful a community as possible. This is in a world, in 1958, where those struggling with their mental health were pressured to keep away from "conventional" society. Elaine disagreed. She advertised Conard House at local colleges and became a member of the Youth Hostel Association. She believed that a community included everyone.

To this day, these are values that have stood the test of time. We're not simply a community. But, we're a community that focuses on our people belonging. It felt like that came full circle this year when our DEI/B committee was revamped. In many institutions in the world today, DEI is the standard: Diversity, Equity, Inclusion. These traits could not be more important. However, it's the term, Belonging, that is often missed, and it's the one that brings it all together. I was proud to see that recognized in our initiatives, and I believe Elaine would be proud, too.

I love this organization and what it does. It does not mean we have everything figured out. Though, I promise you that the constant desire to do so is as strong as ever. There have been tremendous things done these last few years. My favorite ones have been these pilot programs: SF Connected's work to get tablet computers into the hands of our residents, our recent Food Kiosk Program battling food security and the Pet Support Pilot Program helping to take care of our approximately 80 companion animals. The success of these programs has, so far, been promising, and its continued success will be on the backs of our loyal donors. Thank you for your support in making the programs a reality, and we hope you will continue supporting us further to help us grow these initiatives.

Last year, I ended my letter by reminding everyone that those caring enough to read our annual report should consider themselves a stakeholder. It's with this that I want to give a special thanks to the San Francisco Chronicle, and their efforts to shed more light on permanent supportive housing. Their attention has attracted the public to an exceptionally important issue. Wholeheartedly, I thank them. Their work is noted and appreciated.

Thank you all,



Zahid A. Jafry

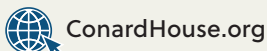
Message from the CEO/Executive Director

As the CEO/Executive Director of Conard House, I am proud of the services, compassion and professionalism provided by our heroic staff and volunteers, every day of the year, to create a sense of community, hope and renewal for all that touch Conard House. 2022 has been a year for innovation, addressing gaps, implementing program enhancements, advocacy and long-term planning for the Conard House Community. This past year, with philanthropic private and public support, we invested in the livability of our properties, opened a new Transitional Housing program, launched a pilot on-site food kiosk, increased digital access and literacy, transitioned the money management program from paper checks to electronic benefit transfers, enhanced pet support, advanced our DEIB Committee, and this is all on top of the critical, urgent and essential services being provided day in and day out. Yet, as long-term planning is critical, the Conard House Community has committed the time, resources and fortitude towards the completion of a 3–5 year Road Map to reach the goals and impacts of Conard House's new Strategic Business Plan. I am filled with gratitude to be part of a community filled with compassion and perseverance.



Anne Quaintance
CEO/Executive Director

To join Conard House as a supporter, advocate, or volunteer, please subscribe to receive updates, visit conardhouse.org and follow us on social media.



ConardHouse.org



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[GIVE TO CONARD HOUSE](#)

Conard House 1960 to Today

Conard House was founded in 1960 by Elaine Mikels, a social activist, and her mentor, Conard B. Rheiner, a Unitarian Minister. A year before, Elaine had realized there was a need for a transitional community for people with mental health challenges. In particular, patients of Napa State Asylum hospital were returning to San Francisco with inadequate resources to live a full and independent life. It became clear that a home was needed in which these new residents had help that was sensitive to their circumstances.

Elaine acquired a large Victorian property in San Francisco's Pacific Heights neighborhood and created Conard House to address this problem. Conard House was founded on a belief that those with serious mental health challenges deserve to live and work with dignity in their own communities, and that effective care and rehabilitation are based in community and peer support.

Conard House was San Francisco's first psychiatric "halfway house," and it became a refuge for those living with mental health challenges working to get back to living a fruitful and independent life. At the time, it was one of the many examples of the response to the growing deinstitutionalization of the mental healthcare system in the United States during the 1950s and 1960s. Conard House still owns this property, which provides administrative offices and outpatient services.

Today, Conard House has expanded its housing portfolio and programs throughout San Francisco to serve the persistent needs of vulnerable adults struggling with mental health conditions and homelessness. More than 1,475 individuals have access to transformative services, including permanent supportive housing for 726 individuals. Conard House has equipped community members with the tools they need to live independently with life-changing results.

"Park, museum, and walking/bus outings. We appreciate so much. The Vouchers! Pet Shopping! And kind words when we're feeling low. Thank you!"

— Conard House Resident

Conard House as an Essential Service Provider During the Pandemic



Conard House has a long history of finding innovative solutions when faced with obstacles and overcoming challenges. The organizational response to the COVID-19 pandemic was swift and the challenge was met head-on with a commitment to operate strategically during the pandemic.

Operating in what is now the new normal, the pandemic continues to pose challenges for the entire Conard House community of residents, clients, staff, and volunteers. Yet, Conard House continues to be a conduit for residents and clients to connect to services and be welcomed to their new homes. Staff remain a lifeline to residents and clients by providing the necessary tools to meet their basic needs, including food and healthcare.

“Since moving here, it’s been a blessing. Thank you all!”

— Conard House Resident

Diversity, Equity, Inclusion and Belonging at Conard House

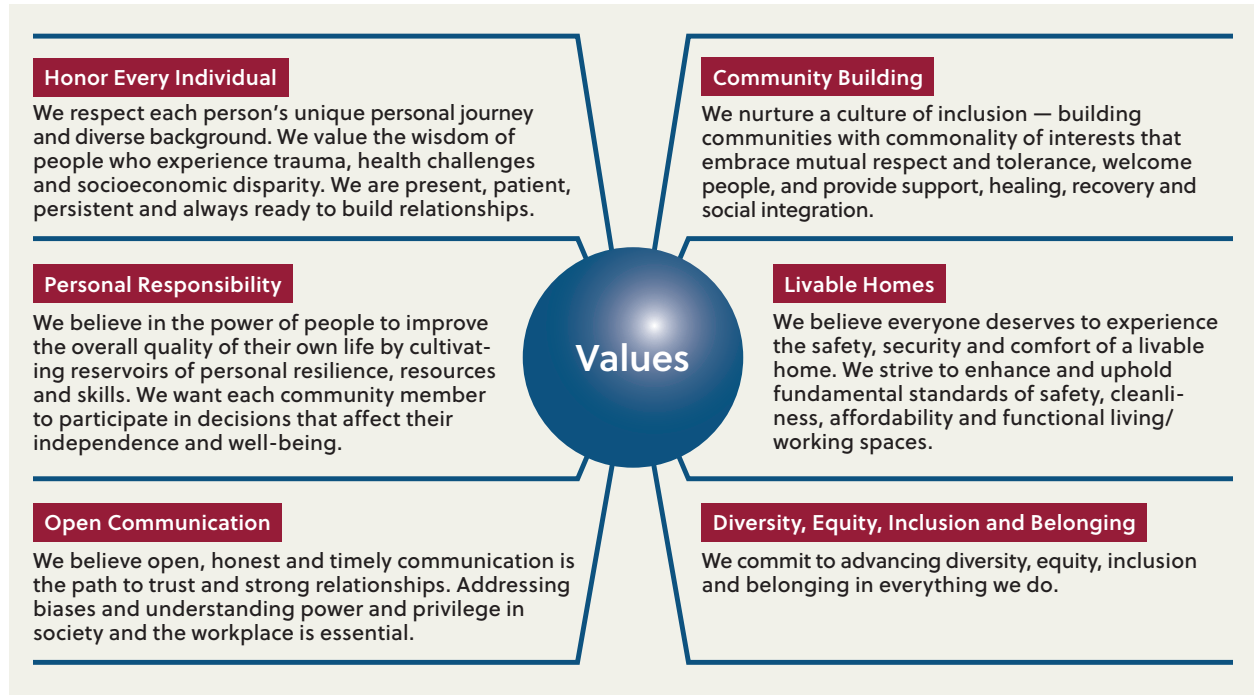
Conard House is committed to building and sustaining a diverse, equitable and inclusive environment where differences are celebrated and everyone’s lived experience valued. We meet all members of our community where they are and accept without judgment the life experiences of our staff, volunteers, residents and clients. We strive for a staff that represents our community, that feels a sense of belonging within our community, and celebrates and recognizes the diversity among us. We stand with all those who encounter discrimination in any form. Our commitment to DEIB is informed by a belief in a more just and equitable society.

The Conard House DEIB Committee is a “think tank” comprised of members from the Conard House community. In 2022, the CH DEIB Committee expanded in staff participation and an external facilitator joined to advance diversity, inclusivity, equity and belonging within the organization. The goals are to raise awareness, provide resources, communicate and advocate to ensure Conard House is a safe and respectful place for all individuals to be their authentic selves.

Mission, Purpose and Impact

Conard House believes that everyone deserves a place to call home. A place where you feel safe, secure, connected and comfortable. A place where you can live, laugh and learn. A place where you feel respected and cared about — a place that is yours.

Conard House’s mission is to build welcoming communities and caring relationships that empower people and restore hope. We specialize in Supportive Housing, Mental Health, and Money Management Services in San Francisco.



Impact

- | | | | |
|--|---|--|---|
| <p>1</p> <p>Residents and clients have affordable and comfortable homes.</p> | <p>2</p> <p>Residents and clients live independently, have a sense of connection and basic needs are met.</p> | <p>3</p> <p>Community, peer and clinical mental health services are affordable and accessible to all residents and clients.</p> | <p>4</p> <p>Residents and clients feel respected and treated with dignity as part of the Conard House community.</p> |
| <p>5</p> <p>Residents, clients, staff and volunteers feel diversity is celebrated and lived experience is valued.</p> | <p>6</p> <p>Promote destigmatizing mental health and substance use challenges for our residents and clients and for people external to Conard House.</p> | <p>7</p> <p>Advocate for a society where housing and healthcare are human rights.</p> | <p>8</p> <p>Build the field and workforce with well-trained mental health professionals.</p> |

Gus' Move-In Story

Gus arrived at Conard House for his housing intake appointment feeling a little apprehensive, but also hopeful, because he was finally able to obtain permanent supportive housing. Gus was unaware he would have the option to choose the Conard House unit he liked best and, to his excitement, while touring the available units, Gus shared his story with Eliah, Director of Property Management. Gus expressed how frustrated he felt for being what he calls "episodically homeless." He shared that he could not understand

why having two jobs did not meet his need to find and maintain clean and safe housing. Spending a lot of time in homeless shelters was an unbelievably terrible experience for Gus, so bad that the better alternative, for him, was to sleep on B.A.R.T. (Bay Area Rapid Transit) trains. Gus told Eliah how happy he was to get his room at Conard House. He says he loves his space because it is simple, but genuinely nice and secure. In his words, he was able to, "[nail down] a home base," a place to call home.

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Conard House Programs



Supportive Housing

Conard House operates and provides services at 11 residential buildings and 22 private apartments scattered throughout San Francisco. These Supportive Housing (SH) communities provide 726 homes for people with mental health conditions or experiencing homelessness. Often times, such conditions are exacerbated by chronic medical ailments and/or substance use. Two of the SH sites offer a 2-year transitional program as a bridge often from residential treatment to independent living. Residents would be homeless or at risk of being homeless without the daily resources Conard House provides. These resources extend over and above affordable housing. All SH residents have access to a compassionate community of:

- Therapists
- Case Managers
- Social Workers
- Health Navigators
- Neighbors
- Financial Budget Counselors
- Digital Educators
- Job Counselors
- 24-Hour Desk Clerks
- Property Management
- Administrators



Money Management

Conard House offers Money Management and Client Advocacy Services to 1,100 adults at community centers and on-site for residents directly handling finances for clients, as well as providing counsel to clients on the most effective ways to stretch their very limited resources. On-site case managers provide these same services to residents across our supportive housing sites.

“Great case managers. Best in the city.”

— Conard House Resident

Conard House Programs



Specialty Mental Health Therapy and Case Management Services

Conard House's Specialty Mental Health Therapy and Case Management Services team of qualified staff provide crucial on-site support to residents and clients. Services include psychiatric diagnostic assessments, individual and group mental health counseling and therapy, psychosocial case management, and crisis intervention.

Conard House is guided by the founding principles of Psychosocial Rehabilitation — a particular approach designed to help improve the lives of people with a mental health diagnosis by teaching emotional, cognitive, and social skills. Residents improve, maintain and restore function, while developing positive habits for daily living. This includes help with grooming, personal hygiene skills and engaging in social activities. Case Managers use positive communication techniques to increase accessibility to these skills. To monitor progress, residents benefit from developing their own care plans with their Case Managers.



Digital Access and Equity

In partnership with the SF Dept. of Disability and Aging Services, Conard House's SF Connected Program offers one-on-one computer and internet training courses to Conard House residents. Digital access and computer literacy enable residents to gain access to digital equipment and important information, such as healthcare, counseling, job skills training, finances, support services, educational games and social connections.



Health Navigation

Conard House Health Navigation Services facilitate the opportunity for Clinical Case Managers and certified Peer Health Navigators to work with our least-engaged, highest-risk residents to connect them face-to-face with primary care doctors, pharmacists, dentists and ophthalmologists, with a focus on healthcare engagement, access, and self-management.

Conard House Programs



Food Security

Conard House addresses the many barriers to food security for residents and clients with interventions and referrals. Interventions including a new on-site food kiosk with fresh meals, food pantries, meal delivery programs, food vouchers and government benefits enrollment. In 2022, Conard House expanded services by launching the innovative on-site, self-serve, all day access food kiosk program to increase food security with on-site nutritious food.



Pet Support Pilot Program

Conard House residents are the loyal caretakers of over 80 companion animals. The Pet Support Program supports these residents with innovative partnerships, virtual services and collaborations. The program helps facilitate pet ownership, ensuring companion animals are regularly seen by a veterinarian, vaccinated, spayed/neutered, and even microchipped. Additionally, the program ensures residents have emergency services for their companion animals in the event an owner finds themselves unable to provide care. In 2022, Conard House collaborated with a local nonprofit to provide an online shopping service for pet supplies, including food, toys and leashes. To fund this program, Conard House has run multiple fundraising campaigns so that case managers can assist residents in meeting the needs of their companion animals.



Supportive Employment

Conard House offers a pathway to employment by hiring residents for various Conard House staff positions. Residents receive training and support to be successful in these positions, which may lead to promotions within Conard House or gainful employment in other fields in the larger community.

Katherinne's Belonging in Action Story

Let me begin with a quick introduction of myself. My name is Katherinne Rodriguez, pronouns she/they. I started out as a Case Manager II at the Washburn, a transitional 2-year housing site, and I am currently Clinical Program Director II at the Plaza supportive housing site. I have been with Conard House for three years now and I am excited to see the new trajectory we are taking and hope to continue to grow within the company.

During a recent Conard House Diversity, Equity, Inclusion & Belonging (DEIB) training, the question, "What is inclusion without belonging?" elicited a long pause among those of us in attendance. As I pondered the question, I thought back to my earliest days at Conard House, and the simultaneous feelings of being part of Conard House as a colleague, but also feeling completely unseen and alone. I didn't feel like I belonged, and many times I struggled with impostor syndrome and I felt like I was more of a hindrance, than an asset to the team. Despite those feelings, I strived to bring our mission statement to life through the success of our residents and clients.

As part of DEIB staff training, all attendees were tasked with reading an article before attending the training session. The article, "Putting the "B" in your DEIB Strategy: Why Belonging is Essential," posits that a company committed to fostering a culture of Diversity, Equity, and Inclusion must also be dedicated to building a sense of Belonging among both employees and clients.

To that end, Conard House welcomed a staff member, pursuing their master's degree, to conduct a quality assurance project as part of their education. The project consisted of a survey and interviews of Conard House residents and clients focusing on the cultural sensitivity in how Conard House services are delivered. What we learned, as an organization, was that there was a gap between the perception and actual delivery of services that are culturally sensitive. We also learned that

members of the staff carried some of the same sentiments as the residents and clients through the simultaneous development of Conard House's Strategic Plan. To my delight, Conard House's new CEO/Executive Director put the results into action by revamping the Cultural Competency Committee into what is now the DEIB Committee and making a firm commitment to DEIB by implementing DEIB as a strategy in our new strategic plan.

As the project concluded amidst the COVID-19 pandemic we had to decide what services were critical and how to deliver those services safely — protecting residents, clients and staff. Conard House staff were now considered by the City and County of San Francisco to be essential service providers. The pandemic presented Conard House with formidable challenges and, in order to serve Conard House residents and clients, my responsibilities expanded and with that my confidence and voice.

For me, the intersection of reevaluating our cultural competency and navigating a pandemic, demonstrates the necessity and value of focusing on DEIB. As a member of the newly restructured DEIB committee, I want to have a safe space where hard conversations are encouraged, where members are committed to being challenged in order to create a working space of not just tolerance, but celebration of differences.

The DEIB committee members understand that the committee can serve as a function of compliance with funders, such as the San Francisco Department of Public Health. However, all members are committed far beyond compliance. Each member is committed to holding Conard House accountable for creating an environment where people feel a true sense of belonging and inclusion. The committee aims to foster long-lasting change where, "a workplace can consider itself a community, where people feel a sense of comfort, connection, and contribution, where we see belonging in action."

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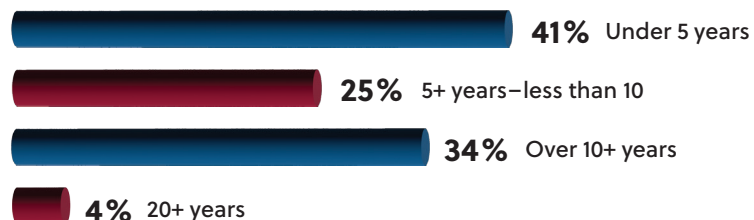
Statistics from the 2022 San Francisco Homeless Count and Survey

The 2022 SF Homeless Count & Survey was conducted by the Applied Survey Research Firm, the Housing Instability Research Department, and the SF Department of Homelessness and Supportive Housing. This Point-in-Time count is conducted every two years and is the primary source of nationwide data on sheltered and unsheltered homeless persons. The survey is designed to help communities and the federal government better understand the nature of homelessness locally and nationwide.

1. In 2022, 71% of the surveyed homeless population lived in San Francisco before becoming unsheltered, and 35% had lived in SF for at least 10 years before becoming homeless.
2. In 2022, the total number of unsheltered and sheltered people experiencing homelessness in SF was 7,754.
3. 45% of all San Franciscans experiencing homelessness are currently in District 6, with the next highest percentages residing in Districts 10 and 9 (14% and 8% respectively).
 - a. District 5 and District 6 (specifically the Tenderloin and South of Market neighborhoods) houses the majority of Conard House Supportive Housing buildings.
4. 26% of people experiencing homelessness are older than 50 years old.
5. The top reasons people became unsheltered in 2022: 21% due to job loss, 19% due to COVID-19 related issues, 14% due to eviction, 12% due to alcohol or drug use, 9% due to an argument with a friend/family member who asked them to leave, 7% due to mental health challenges, 7% due to incarceration/probation and parole restrictions.
6. 60% of individuals experiencing homelessness reported living with one or more health conditions, including chronic physical illnesses, physical disabilities, chronic substance use and severe mental health conditions.
7. 59% of people experiencing homelessness have been experiencing homelessness for over a year.
 - a. 34% are experiencing chronic homelessness, which is defined as someone who has experienced homelessness for a year or longer — or who has experienced at least four episodes of homelessness totaling 12 months in the last three years — and who also has a disabling condition that prevents them from maintaining work or housing.
8. Costs: public costs incurred from chronic homelessness include emergency room visits, interactions with law enforcement, incarceration, and regular access to social supports and homeless services; these costs are usually much higher than the cost of providing individuals with permanent supportive housing and services.
 - a. According to an SF Chronicle article published in 2016¹, the cost of emergency services is 4x higher per person experiencing chronic homelessness than providing permanent supportive housing.

¹Allday, Erin. "The Streets' Sickest, Costliest: The Mentally Ill." San Francisco Chronicle, 29 June 2016, <https://projects.sfchronicle.com/sf-homeless/mental-health/>

Residents Length of Stay



Conard House Community

Residents at Conard House come from the streets, shelters, unstable housing, treatment programs or hospital wards seeking a home that is safe, clean and affordable. Our residents have extremely low incomes and many need help managing their very limited funds. For others, behavioral health conditions or age-related medical issues, social isolation or hopelessness are enormous ever-present burdens to overcome.



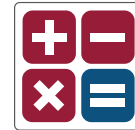
1,475

Unduplicated Residents/Clients



726

Residents

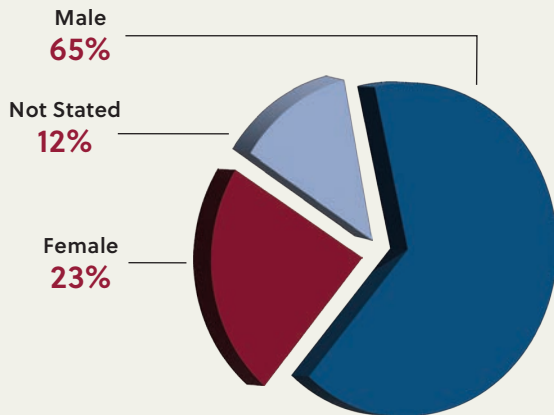


1,100

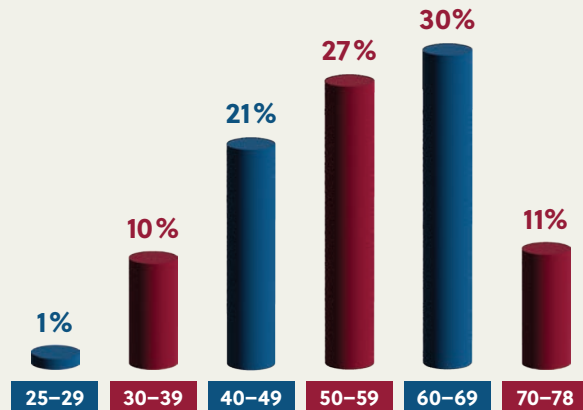
Money Management Clients

Residents Demographics

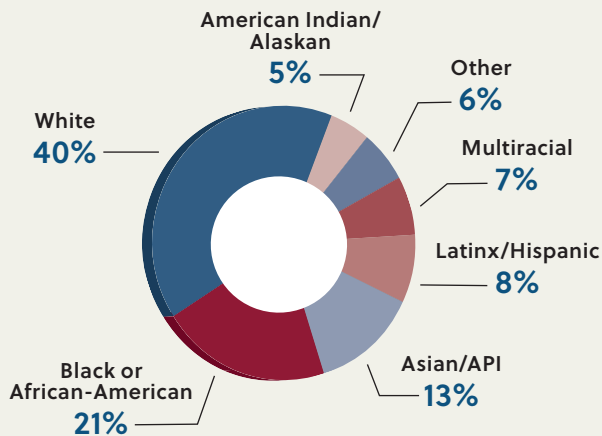
Gender



Age



Race



Other Stats

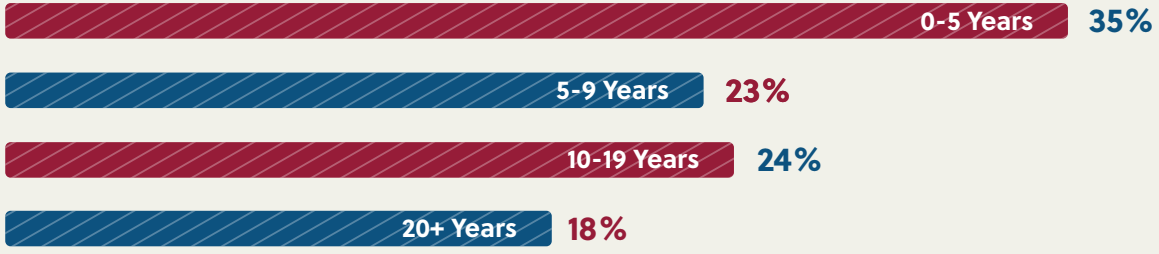
60% live with multiple medical conditions

55% have moderate-to-serious psychiatric conditions — major depression, bipolar disorder, schizophrenia

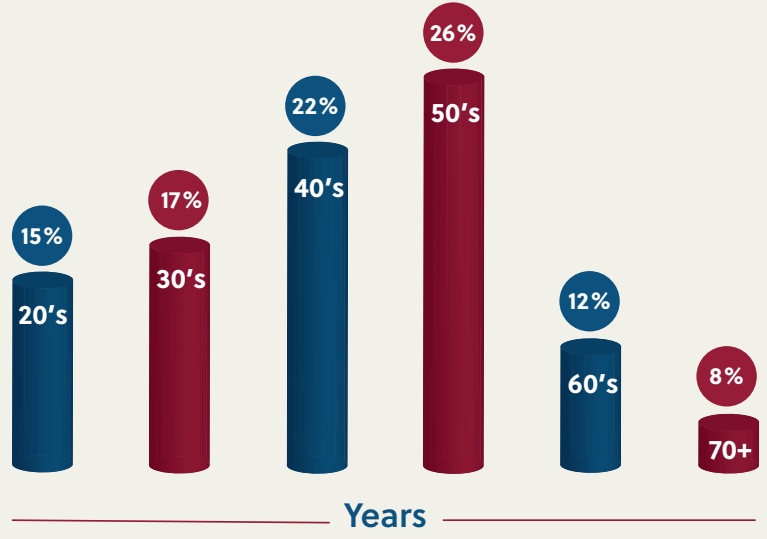
70% referred because they were chronically homeless or at risk of becoming homeless

Staff Demographics

Years of Service

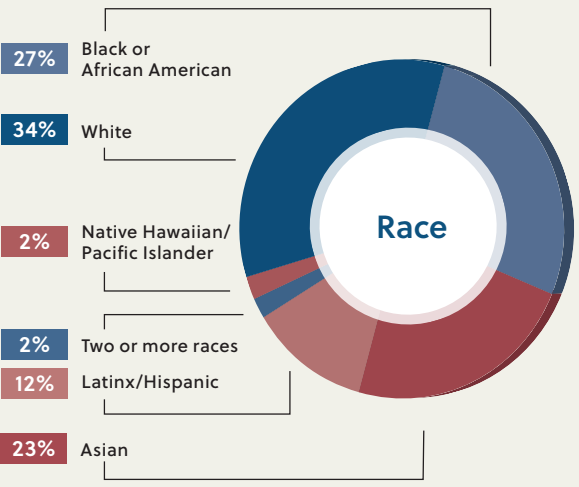
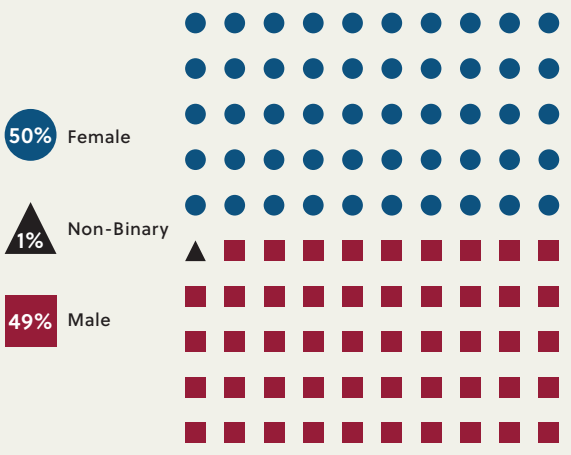


Age



Years

Gender



Conard House Portfolio

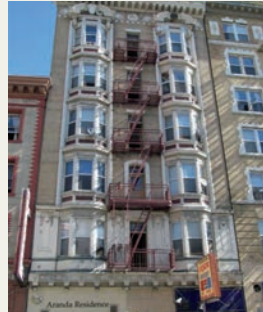
The Conard House portfolio is a collection of residential buildings, community services and a network of 21 shared apartments throughout San Francisco for individuals with mental health conditions. The residential sites are an essential alternative to inpatient treatment, incarceration, and homelessness. Residents live together in shared apartments with their own bedrooms while receiving clinical support and property management services.



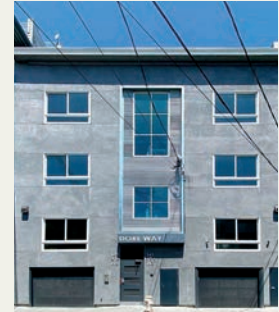
26th St.



Allen



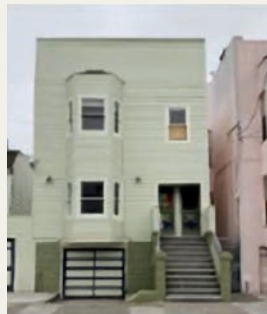
Aranda



Dore Street



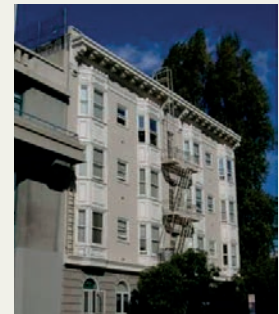
El Dorado



Florida Street



Jackson Street



Jordan



Lyric



Marilyn Inn



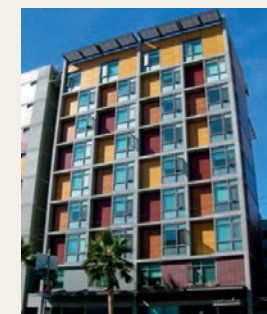
McAllister



McAllister Street



Midori



Plaza



Washburn

Queen's New Resident Story

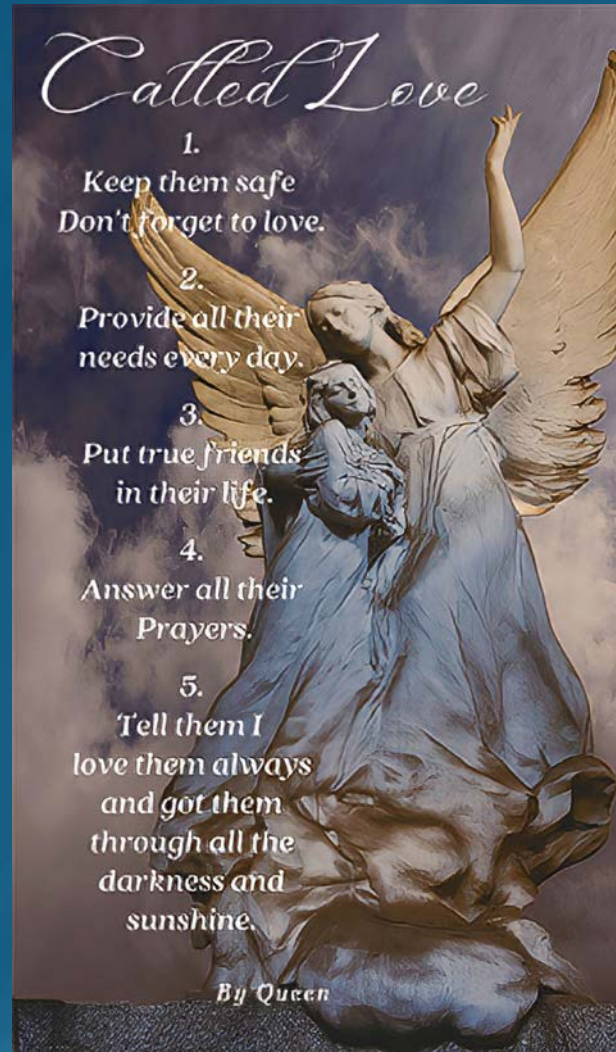
Queen, a new resident of Conard House, is a Bay Area native born and raised in Oakland, CA. He was an only child, but recalls never being alone. His mother has 15 brothers and sisters so there was always an abundance of family around — aunts, uncles, and lots and lots of cousins.

Queen's love for the written word began when he was young. He lovingly remembers his mother reading to him constantly. Queen also remembers being in awe of his father's artistic ability. His father could look at something, anything and then just draw the object from memory, perfectly, even if he drew the object days later.

From the time he knew how to write, Queen kept journals, writing in them whenever he could, recording everything — his life events, his prayers, and anything he could imagine or dream. The written word for Queen is a way to express his feelings, how he copes with his difficult times or situations, and how he expresses love, happiness and joy in the good times. It is his self-expression. It's tangible. It's his prayers, his truth, his unbridled emotion captured and tamed by pen and paper.

While Queen spent most of his life in Oakland, he did, for a short time, live in Sacramento, CA where he worked in hospitality. Eventually, Queen found his way back to the Bay Area. Queen was homeless and in a transitional program when he was referred to Conard House where he said he found his home. Since July, Queen says that, "I like it that when I want to go home, I can go and feel safe." The environment Conard House provides allows Queen to focus on doing what he really loves — writing.

Mild mannered and soft-spoken, Queen is full of love and positive energy. Queen urges anyone reading his story not to look down on people without a home. Queen says, "don't forget the love." He is an angel



among us, spreading love and happiness in the Conard Community through his poetry.

In addition to poetry, Queen writes short stories and is working on his autobiography. "It's good to have a place to call home," and we are lucky to have him at Conard House, too.

Mild mannered and soft-spoken, Queen is full of love and positive energy. Queen urges anyone reading his story not to look down on people without a home. Queen says, "don't forget the love."

Client Survey 2022

Quotes from Our Residents

“Love this place”

“Keep up the good work”

“Thank you for all of your help”

“Park, museum, and walking/bus outings. We appreciate so much. The Vouchers! Pet Shopping! And kind words when we’re feeling low. Thank you!”

“Truly blessed to be here.”

“Staff are outstanding. Thank you.”

“A good building to live in”

CONARD HOUSE

“Since moving here, it’s been such a blessing. Thank you all!”

“I think staff are wonderful more than words can say. Thank you!”

“Nothing, everything’s perfect literally.”

“Staff have been very helpful.”

“We love the monthly newsletter/calendar”

“Great case managers. Best in city”

“They’re doing a great job”

“You people are awesome!”

“Everything is good”

Thank You to Our Supporters

Public Funders

San Francisco Department of Public Health
 San Francisco Department of Homelessness and Supportive Housing
 San Francisco Mayor's Office of Housing and Community Development
 San Francisco Human Services Agency

San Francisco Department of Disability and Aging Services
 California Department of Housing and Community Development
 United States Department of Housing Urban Development

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 Emma Yang

Thank You to Our Supporters

Volunteer Interns

Jordan Scott-Weiner

Mira Terdiman

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California Association of Social Rehabilitation Agencies
Council of Community Housing Organization
San Francisco Food Security Task Force

San Francisco Human Services Network
San Francisco Mental Health Contractors Association
San Francisco Supportive Housing Provider Network

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Director of Development
angie@conard.org

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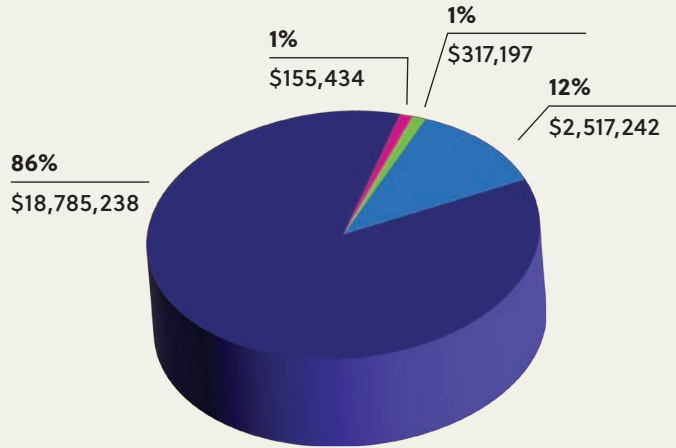
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Anne Quaintance,
CEO/Executive Director
anne@conard.org

2022 Resources for Sustainable Communities

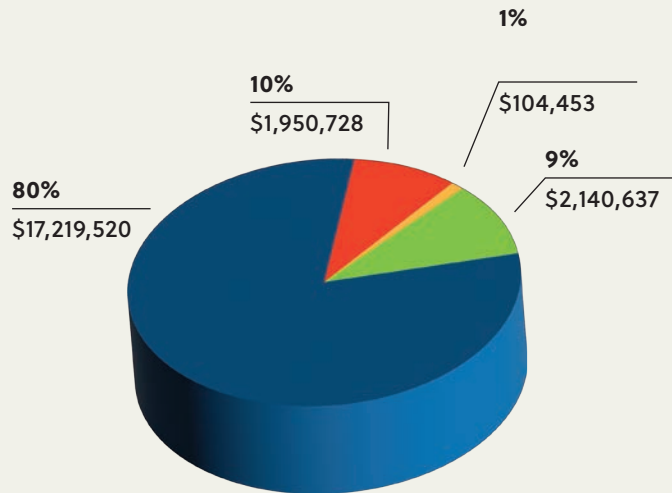
Sources in 2022 \$21,775,111

- Rent
- Public Agencies
- Individuals
- Foundations



Uses in 2022 \$21,415,338

- Administration
- Supportive Housing
- Money Management
- Fundraising



*Reported data are for the 12 months ended June 30, 2022 and are unaudited.

“Staff are outstanding. Thank you.”

— Conard House Resident