

CONARD HOUSE 2019-2020 ANNUAL REPORT





Welcome to this 60th Anniversary Edition of our Annual Report. 2020 will be remembered as a year of defining transitions at Conard House. The most hopeful among them is Anne Quaintance becoming our new CEO/Executive Director. In addition to her excellent background and experience, Anne's energy and enthusiasm for advocating for the people Conard serves makes her the right choice to lead Conard House's next chapter. I would also like to thank Richard Heasley for his 25 years of service as Executive Director from 1995–2020.

Rohan Bafna
Chair, Board of Directors

WELCOME

Throughout my 25-year tenure I have always felt empowered by this amazing Conard House community. The same holds true in this transition into my so-called retirement, or better said, the next chapter. My lived experience as Executive Director has been humbling. I am truly grateful for the important life lessons I've learned from my colleagues and the people we house and support. Thank you!

Richard Heasley
Executive Director, Ret.

FROM THE EXECUTIVE DIRECTOR



I am truly excited to serve as the sixth Executive Director of Conard House. Our 60 year anniversary provides the opportunity to reflect on **what has and has not changed** for Conard House since our founding.

What **hasn't changed** is that Conard House's mission and services are as critical now as they were in 1960. Housing and access to physical and mental healthcare are human rights. Building community where everyone can live and work with dignity and respect is at the core of our values and has never wavered.

What **has changed** for Conard House is the need to **increase our public and private support** to sustain, improve and expand our supportive housing portfolio and services.

I encourage you and the entire Conard House community, in this unprecedented time in our history, to come together as a **supporter, advocate or volunteer** to meet our current challenges and move us forward successfully into the future.

Anne Quintance
CEO/Executive Director

To join Conard House as a supporter, advocate, or volunteer, please contact us, and follow us on social media to receive updates!



ConardHouse.org



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Anne Quintance, CEO/Executive Director at anne.quintance@conard.org
Angie Brown, Director of Sponsor Development at angie@conard.org

To contact Conard House you may visit: <https://conardhouse.org/contact-us>

GIVE TO CONARD HOUSE

CONARD HOUSE HISTORY

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, for patients of Napa State Asylum hospital who 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.

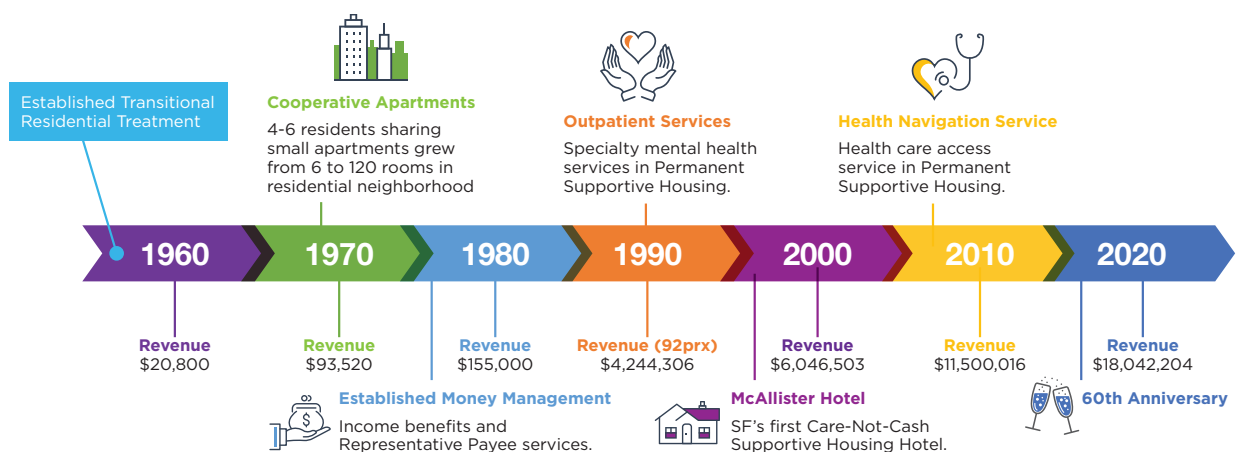
Elaine acquired a large Victorian property in San Francisco's Pacific Heights neighborhood and created Conard House to address this problem. Conard House was founded on a belief that those with serious mental health challenges deserve to live and work with dignity in their own communities, and that effective 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 1,450 individuals have access to transformative services, including permanent supportive housing for 700 individuals. Conard House has equipped community members with the tools they need to live independently with life-changing results.

CONARD HOUSE MILESTONES



CONARD HOUSE AS AN ESSENTIAL SERVICE PROVIDER DURING THE PANDEMIC

The COVID-19 pandemic has been challenging for Conard House residents and clients, particularly with the shelter-in-place orders. The Conard House staff has been operating as emergency responders to strategically plan and take action to keep safe the community of staff, residents, clients, and volunteers. First, new protocols were put in place to mitigate the spread of COVID-19. Buildings were fortified by enhancing sanitization procedures. Air filtration systems were upgraded, and plexiglass shields were installed. Second, extraordinary steps were taken to ensure the entire community had access to personal protective equipment, such as masks, gowns, and gloves. Third, residents and case managers transitioned to meetings by phone or video conferencing with limited face-to-face counseling sessions.

Conard House, in spite of the shelter-in-place mandate, continues to be a conduit to getting people connected to services. For example, after being introduced by San Francisco's referral system for the homeless, new residents continue to be welcomed to their new homes. Moreover, staff remain a lifeline to residents and clients with help given to access the necessary tools to meet their basic needs, including food and healthcare.

Conard House has a long history of facing obstacles and overcoming challenges by being innovative in finding solutions. Conard House's persistence has allowed the organization to respond quickly to the pandemic. The challenge has been met head-on with a commitment to operate strategically in what will be the new normal.

“That you will continue in the same excellent way you always have, I am very grateful for your help and concern. You made a real difference in my life. Your service has proved incalculable to my life. Sincerely.”

— Conard House Resident/Client

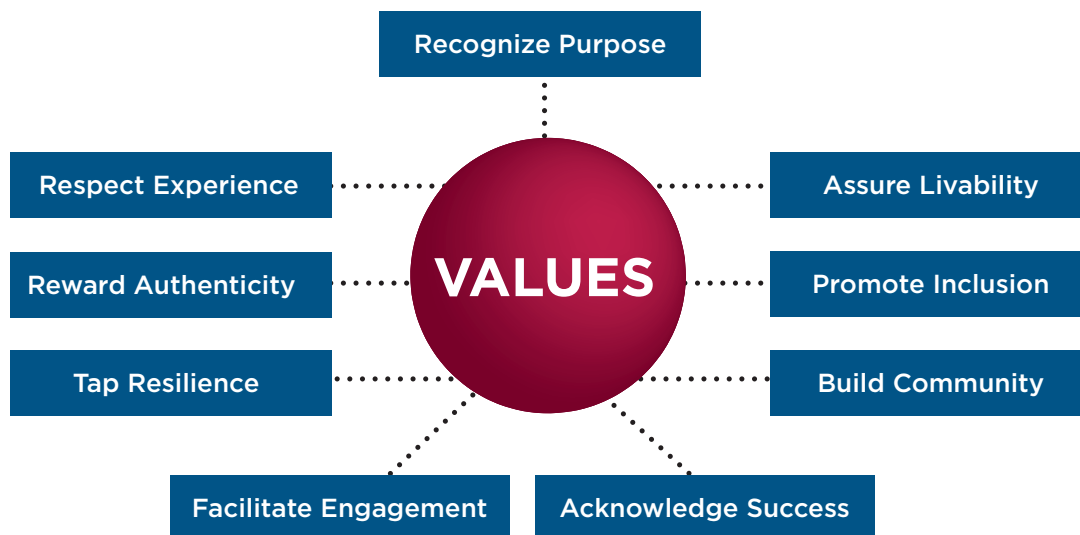


CONARD HOUSE ENVISIONS A SAN FRANCISCO WHERE.....

- » Affordable and comfortable community living is available to all people without question.
- » Mental health challenges are not stigmatized or criminalized by society, and where those with serious mental health challenges are not forced into isolation or stripped of their independence.
- » Community and peer mental health services are affordable and accessible to all, especially to members of color and low-income communities.
- » All people are treated with dignity and respect.
- » Not having a home, having a chronic illness or facing substance use challenges are addressed with compassion and understood as the symptoms of systemic inequality.
- » Housing and healthcare are human rights and are the foundations for healing and recovery.

OUR MISSION

To build welcoming communities and caring relationships that empower people and restore hope.





MY BONUS LIFE

By Melissa

I was born at St. Francis Hospital, raised in the Sunset and graduated from college in the spring of 2005. To this day, I'm still reminded how "sociable" I was... "such a loyal friend" and known for my "wry humor." But the single thing that truly set me apart.. I heard ... "voices." I was sitting in Ward 7A at General, stressing about being discharged and "placed" in yet another program —"CON-rad" something...or was it "Ca-NARD?"whatever.

Meanwhile, my residential counselor at Conard House had only great expectations. In the months that followed, I discovered I could make good things fall into place: the volunteer stint at a museum, a part-time job in a bakery...three new friends to share a Conard apartment North of the Panhandle, this counselor who simply refused to tell me what to do, a careful reunification with several relatives ...and.... not one other voice in my head but my own.

Yeah, I've had my share of ups and downs since, but to me, they seemwell, more normal. I have experienced a "normal" I was once told was impossible. I found new ways to hold onto my health — both emotional and physical. Conard House calls this "community-supported self-management." I call it my "bonus life."

CONARD HOUSE PROGRAMS



SUPPORTIVE HOUSING

Conard House operates and provides social services at 9 residential hotels and 19 private apartments scattered across the city. These Supportive Housing (SH) communities provide 700 homes for people with mental health conditions. Often times, such conditions are exacerbated by chronic medical ailments and/or substance use. One of the SH sites offers 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 Managers
Administrators



MONEY MANAGEMENT

Conard House offers Money Management and Client Advocacy Services to more than 1,100 adults at three locations in the Tenderloin and South of Market neighborhoods. Money Management Services provide personal finance guidance by directly disbursing client funds for rent, food, clothing and personal needs, and counseling clients on the most effective ways to stretch their very limited resources. Clients develop a budget and disbursement schedule with their case managers, along with the skills that provide an extraordinary step to living an independent life.

“The attitude of the staff, which is good. It is very important to me. I feel more or less safe here. I also think I can talk to staff when I have problems. I believe my mental health is somewhat better since being here. I have my own share of work to do on these questions but having a safe place to sleep is a huge starting point. My life could be a lot worse than it is now.”

— Conard House Resident/Client

UNCERTAINTY

by Greg

“You get slammed by this bout of depression, and then, when they let you out of the hospital, you find your life gone.....with no forwarding address,” recalls the young man we’ll call Greg.

Instead of completing a promising internship at a large San Francisco grocery chain, at the age of twenty-two Greg was diagnosed with major depression. Having fled his abusive family eight years earlier, he spent his next year cycling back and forth between a local psychiatric hospital, a residential treatment facility, and an alley off Main Street. Every move felt like starting over.

During the weeks before Greg was finally discharged, the quite real fears — old and new — took over again.

“Where you gonna live this time, who’s gonna wanna live with you, who can you even be around, anyway?You got no job, you can’t afford a hole in the wall..... Ya know, I spent months working on not being so damn depressed. Well, this ain’t about me being depressed, this is about me being scared!”

But at Greg’s final stay at a psychiatric facility, his discharge planner told him about the possibility of getting a place at the Washburn Residence at Conard House.” After three sleepless nights and days of pacing, Greg got the news. He remembers only two details: a room may be available soon, and, yes, he should come by for a visit and an interview. His sigh of relief was huge. He quietly teared up. Two weeks later, Greg arrived with a bag of clothes at the Washburn and joined 20 other residents with 20 other stories of lives disrupted.

With the immediate need for housing met, Greg still faced many unresolved issues. Working with his Case Manager, over the next 24 months, Greg started putting his uncertain life back together one piece at a time — disability benefits restored and managed, a class at City College, a volunteer job at a food pantry, a new but tenuous friendship.

As Greg says, “Stay tuned.”

CONARD HOUSE PROGRAMS



SPECIALITY MENTAL HEALTH THERAPY AND CASE MANAGEMENT SERVICES

Conard House's Outpatient Behavioral Health and Case Management Services team of 30 qualified staff provide crucial on-site support to residents. 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.



HEALTH NAVIGATION

Conard House Health Navigation Services is a comprehensive healthcare engagement and self-management model where residents are taught the skills to access and self-manage their healthcare effectively. Conard House Case Managers along with 10 certified Peer Health Navigators work with high-risk residents to connect them to healthcare services. The intervention is comprehensive and connects residents with primary care doctors, pharmacists, dentists, ophthalmologists and specialty healthcare services. Health Navigation includes coordination with treatment teams, assistance with health insurance, completion of health and wellness assessments, communication and engagement with providers, appointment reminders, as well as treatment follow up.

"... I truly love the staff (all of you) and feel lucky to have you all. You all are a lot of fun, not so serious and judging. Thank you guys." — Conard House Resident/Client



SF CONNECTED DIGITAL ACCESS AND EQUITY

Conard House offers one-on-one computer and internet training courses to residents. Digital access and computer literacy enables residents to gain access to important information, such as healthcare, counseling, job skills training, finances, support services, educational games and social connections. Conard House is part of SF Connected, a partnership between the SF Department of Disability and Aging Services and community-based organizations. This partnership provides computer access, training and support for older adults and adults with disabilities.



FOOD SECURITY

Conard House addresses the many barriers to food security for residents and clients with interventions and referrals. Interventions include food pantries, meal delivery programs, food vouchers and government benefits enrollment. Anne Quaintance, Conard House CEO/Executive Director, is a founding and current member of San Francisco's Board of Supervisors Food Security Task Force. Conard House is currently developing an intervention model to ensure residents and clients are food secure.



SUPPORTIVE EMPLOYMENT

Conard House offers a pathway to employment by hiring residents as health navigators, desk clerks, janitorial staff and couriers. Residents receive training and support to be successful in these positions, which may lead to promotions within Conard House or other gainful employment in other fields in the larger community.

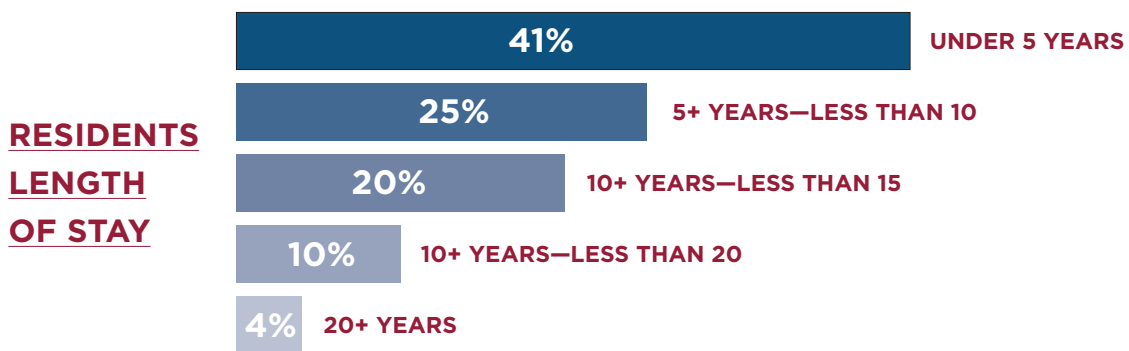
“Because of the staff, I am a walking miracle and in more of a better place. All their programs are conducive to my new way of life.” — Conard House Resident/Client

CONARD HOUSE ADDRESSING CRITICAL ISSUES IN SF

STATISTICS FROM THE 2019 SAN FRANCISCO HOMELESS COUNT & SURVEY

The 2019 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 only source of nationwide data on sheltered and unsheltered homelessness.

1. In 2019, 70% of the surveyed homeless population lived in San Francisco before becoming unhoused, and 55% had lived in SF for at least 10 years before becoming homeless.
2. In 2019, the total number of unsheltered and sheltered people experiencing homelessness in SF was 8,035.
3. 46% of all San Franciscans experiencing homelessness are currently in District 6, with the next highest percentages residing in District 10 and 9 (23% and 8% respectively).
 - a. District 6 (specifically the Tenderloin and South of Market neighborhoods) houses the majority of Conard House Supportive Housing buildings.
4. 35% of people experiencing homelessness are older than 50 years old.
5. The top reasons people became unhoused in 2019: 26% due to job loss, 18% due to alcohol or drug use, 13% due to eviction, 12% due to an argument with a friend/family member who asked them to leave, 8% due to mental health challenges.
6. 74% 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. 65% of people experiencing homelessness have been experiencing homelessness for over a year.
 - a. 38% 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 a SF Chronicle article published in 2016, the cost of emergency services is 4x higher per person experiencing chronic homelessness than providing permanent supportive housing.



CONARD HOUSE COMMUNITY & IMPACT

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.



700
Residents



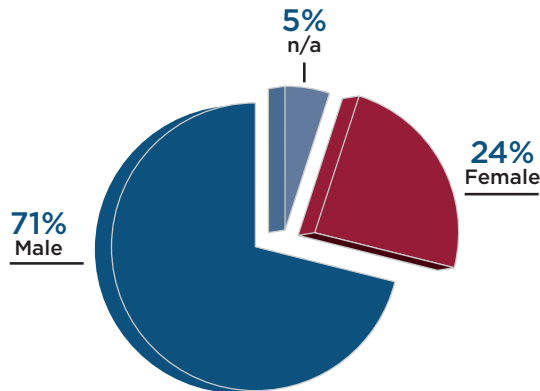
1,100
Money Management Clients



1,450
Unduplicated
Residents/Clients

RESIDENTS DEMOGRAPHICS

GENDER



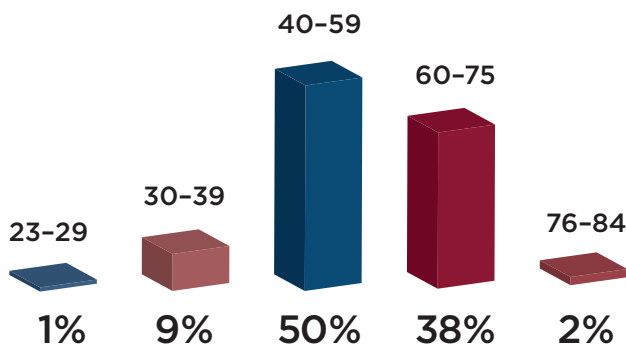
OTHER STATS

60% live with **multiple medical conditions**

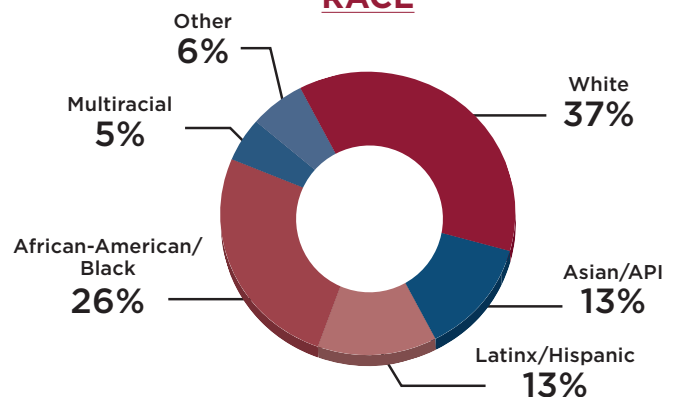
55% have **moderate-to-serious psychiatric conditions** — major depression, bipolar disorder, schizophrenia

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

AGE

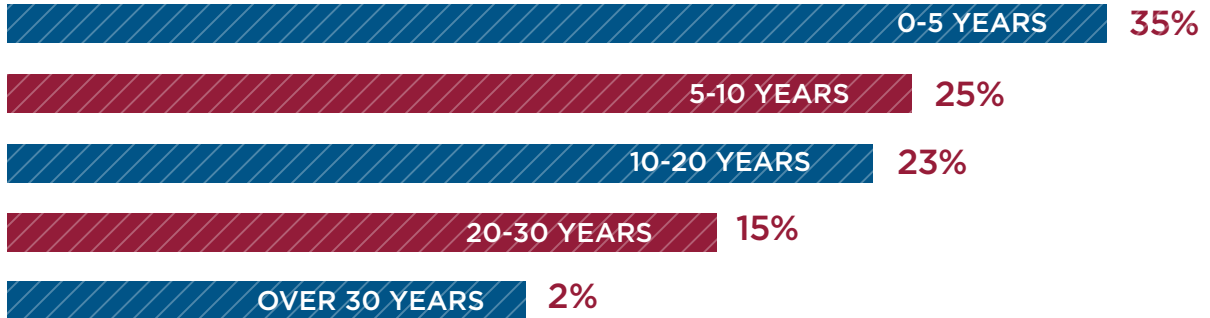


RACE

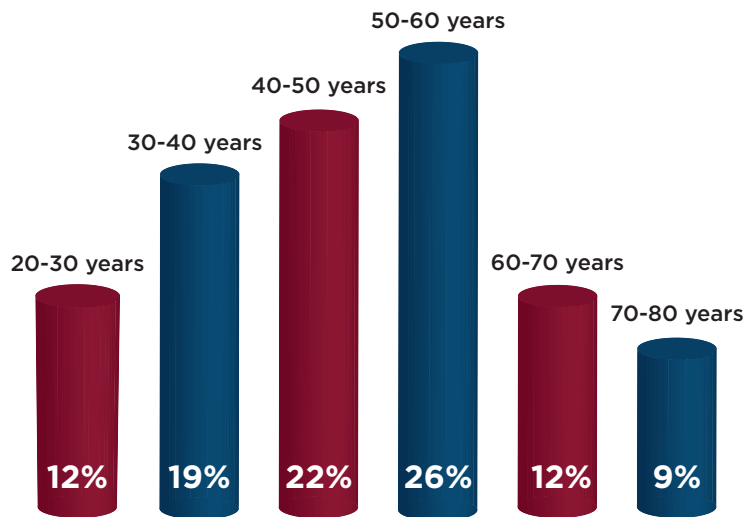


STAFF DEMOGRAPHICS

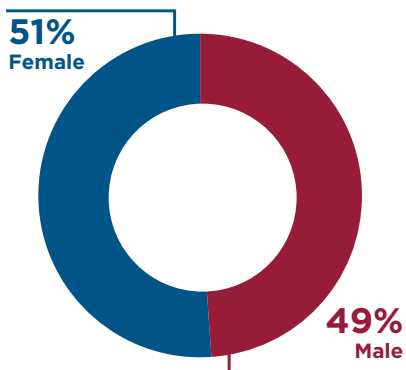
YEARS OF SERVICE



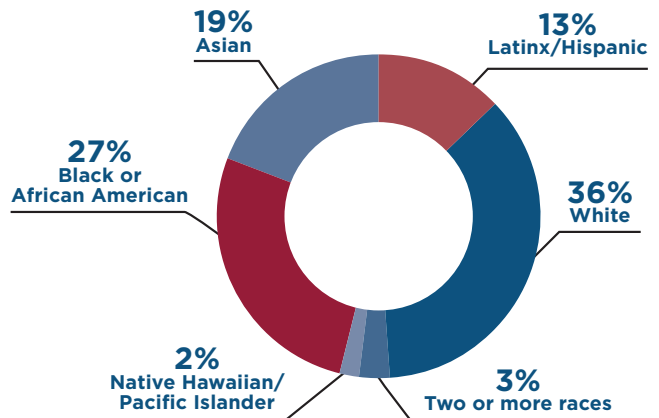
AGE



GENDER



RACE



SHELLY SHORES STORY

A Story Of Strength, Perseverance And Hope



Shelly Shores, in her words, “loves people.” She is always smiling, and she seems to generally appreciate life. Behind that smile and easy spirit, however, are the unimaginable hardships she endured

as a child and teenager. Behind that smile are five mental health diagnoses: anxiety, PTSD (post-traumatic stress disorder), depression, bipolar disorder and schizoaffective disorder. By the time she was 10 years old, Shelly had begun to understand that her father was an alcoholic, and at 14 years old, she became the victim of habitual sexual abuse by her step-father. Shelly describes the 3 years of enduring her step-father’s advances, as well as the abuse he inflicted on the entire family, as a living hell.

Shelly’s grandmother successfully removed her from that situation and moved her to California. But under the surface, Shelly knew there was something wrong — she was beginning to struggle with her mental health. She was able to lead a fairly stable life for a while — taking classes at City College, working as a sales associate at a local shopping mall and even a 2nd job as a waitress at the Peppermill restaurant — but she could never shake her feelings of paranoia.

Slowly, life began to unravel. Shelly dropped out of college. Her work life became very unstable. She began to use alcohol more frequently, and at the age of 25, she began to use methamphetamines (meth, crank). By the time Shelly was 28, her

mental health had completely deteriorated and she was homeless. She knew she needed help.

Shelly found a drug and alcohol rehabilitation program which led to a referral for mental health treatment. Shelly bounced around from one supportive housing situation to another before finding Conard House. Conard House helped her stabilize her living situation through affordable housing and programs to help her manage her mental health. Four years later in May 2000, Shelly became employed as a Program Assistant for Conard House Property Management. She was eventually promoted to Senior Property Manager. Today, Shelly is employed by Conard House as a Property Manager. Shelly says that Conard House is truly amazing and that she loves and really appreciates her Conard House family.

From Shelly: “I want to say what wonderful supervisors I’ve had since I started working at Conard House. Conard House has so many wonderful and supportive people that work in the agency and live at our sites. I learn from everyone. I appreciate everyone so much! When I say Conard House, I mean everyone that makes up Conard House — all of our Co-workers, Supervisors, Desk Clerks, Janitors, Maintenance Techs, clients, residents, Executive Director-everyone! Sorry if I didn’t mention a job title, they are all extremely important. We all need each other. Everyone has always made us feel like family.”

Shelly continues, “the people at Conard House understand that life happens. Problems happen and they try to work with you and help keep you employed, if they can, while you work through your issues. A lot of jobs are not like that. I think that is so important and I am so thankful that the agency and the people are like that. Thank you so much for all of your support!”

RECOVERY IS A JOURNEY

by Michael

I was always an outgoing kid, an extrovert who made friends easily. And I was good in school, getting a B.A. at Columbia and a Masters at Harvard. I went on to a Ph.D. program in political science where I designed and ran an ethnic conflict resolution workshop in Macedonia after the Albanian and Macedonian conflict.

But all along the way I had trouble bubbling below the surface that I did not understand. It derailed me many, many times. I was finally diagnosed with bipolar disorder fifteen years after my first episode. With medication I was well enough to work. But continued episodes over the next ten years prevented me from reaching my goals.

Fed up, I switched meds and boom, train wreck. I couldn't function. I answered no emails or calls from family for over a month. Suddenly there was a knock on my door. My brother had flown in from New York. He said "hey, let's go out for pizza and get you a haircut; then fly you to San Francisco for UCSF's outpatient program." But having no place to live, I got into Conard housing in an apartment with roommates who would accept me, symptoms and all. And I got a social worker / therapist / encourager / friend who came every week. We took walks in the park and talked through whatever was going on with me. She gently encouraged me along my road to recovery, but never pushed. Now I'm living on my own and successfully developing a rich new life, with new friends, new goals and working as an advocate for those with mental health challenges.

"Maintain safe housing. Continue to be available as it takes each progressive step forward with patience. Don't give up on me. I am striving to find my own motivation to re-enter a meaningful role in society. I am still... afraid ... to succeed. The continuing positive support and gentle encouragement is much appreciated. Insight into mental health and recovery is getting better as I learn what's available. Doing a great job of helping me accept there is life after accepting my diagnosis."

— Conard House Resident/Client

CLIENT SURVEY 2019

Quotes from our Residents/Clients

“Everybody treats me as an equal. Thank you kindly.”

“My expectations are more about my own part within the smaller and greater community. Honestly, the courage to apply my interests is the factual gift of the program.”

“They took the time to help me with all the things I need to get a better life.”

“Just keep on helping people have a better life.”

“Good service, nice rooms and programs.”

“Have a stable living situation, continue social interaction activities, supportive and encouraging of my intellectual and creative outlets.”

“... [case manager - name redacted] has helped me for 20 years this January 1st. Thank you for your help!!!”

“I’m grateful for everything I have from Conard House.”

“To keep give their all and Conard House staff give 100% and then some. They really care.”

“Great place to live. Staff is excellent, very understand.”

“They took the time to help me with all the things I need to get a better life.”

“To continue providing the support needed to each individual which will help our community to strive to get better.”

THANK YOU TO OUR SUPPORTERS

PUBLIC FUNDERS

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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
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United States Psychiatric Rehabilitation Association
California Association of Social Rehabilitation Agencies
San Francisco Human Services Network

San Francisco Supportive Housing Provider Network
San Francisco Mental Health Contractors Association
Council of Community Housing Organization

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Advocate and Volunteer

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CEO/Executive Director
anne.quaintance@conard.org

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*Director of Supportive Housing
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Robyn Neither-Gold
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angie@conard.org

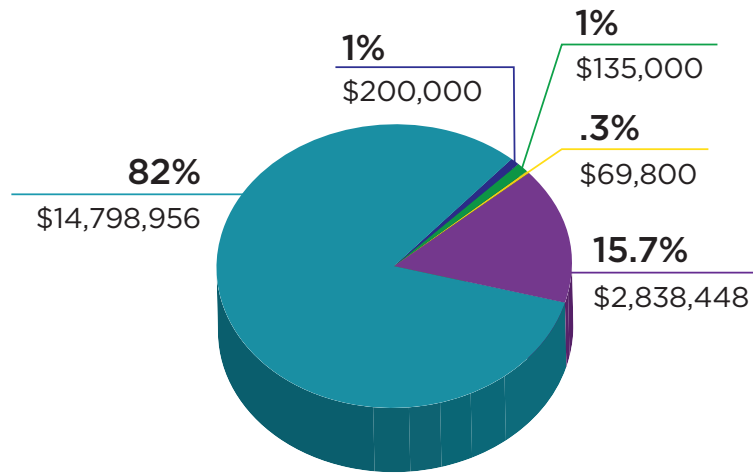
Matthew Steen
Senior Advisor — Public Policy and Strategic Planning

Francis Baltazar
Executive Assistant

2020 RESOURCES FOR SUSTAINABLE COMMUNITIES*

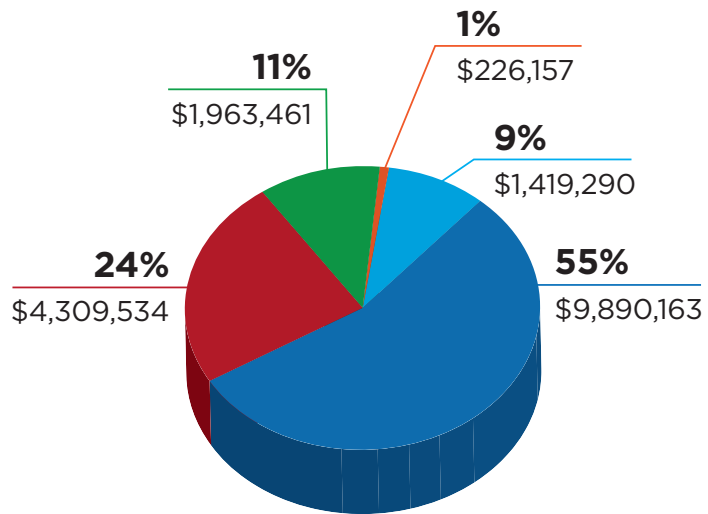
Sources in 2020 \$18,042,204

- Individuals
- Foundations
- Other
- Rent
- Public Agencies



Uses in 2020 \$17,808,605

- Housing
- Support Services
- Income Management
- Fundraising
- Administration



*Reported data are for the 12 months ended June 30, 2020 and are unaudited.

“To continue providing a top notch atmosphere and having persons treat us with compassion and respect. The counselors are courteous and respectful.”

— Conard House Resident/Client