



Jackson Street Program Site*

“Everyone here helps.” *“Getting to the hospital, doctors, appointments, etc., very helpful.”*

“I feel safe.”

“The food services have been such a blessing!”

CONARD HOUSE

“Para mi todo esta perfecto.” (For me everything is perfect.)

“I think that everything is well organized.” *“All staff are generous, respectful, and accommodating.”*

Quotes from our residents and clients

*The Conard House portfolio has 10 residential buildings, 4 program sites and a network of 22 shared apartments throughout San Francisco.



Welcome

Dear Friends and Supporters of Conard House,

This past year has been a turning point for Conard House.

The strength of our team members has carried us through the challenges of these recent years, and I am filled with gratitude and excitement as we turn the pages of our annual report.

The need for supportive housing has never been more dire, and you have witnessed how San Francisco continues to struggle with homelessness. However, these challenges have strengthened our resolve because they remind us of the vital role that supportive housing plays in rebuilding lives.

The dedication of our staff has been incredible through these trials. Their unwavering commitment has inspired me deeply, and I am privileged to be able to work with them. Conard House has overcome all challenges because of them, and has emerged even stronger with the launch of our new long-term strategic plan.

This strategic plan is a turning point for Conard House, and the coming year is set to be a landmark one for our organization that is fueled by new goals aimed at growing to house more people, and deepening our impact on the communities we serve.

We are expanding our fundraising efforts to fuel renovations, enhance our programs, and acquire new properties. This expansion is not just about increasing numbers; it's about touching more lives, and helping this great city.

Our mission is clear, and ambitious, as we start the new year: to build a future in which everyone has a place to call home.

To our donors, supporters, and staff, your belief in our mission is what drives us forward. Together, we are not just housing people; we are creating homes, restoring hope, and transforming lives.

Thank you for being part of this journey, and cheers to what lies ahead.

Sincerely,
Theo Haugen
Board Chair, Conard House

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Message from the CEO/Executive Director

Every day, as the CEO/Executive Director of Conard House, I am proud to be part of an organization with a strong sense of community, filled with hope and renewal, for all living, working, volunteering and funding Conard House in San Francisco.

2023 has been a year for innovation, advocacy, addressing gaps in resources, implementing program enhancements, and long-term planning for the Conard House Community. Conard House has launched the implementation of the 2023 Conard House Strategic Roadmap/Business Plan.

Every day, Conard House is on a mission to empower people and restore hope for our 1,500 residents and clients with our critical, urgent and essential services provided professionally and compassionately. This past year, with increased philanthropic private and public support, we invested in the livability of our properties, acquired a new building with 4 shared apartments, established 2 new Transitional Housing programs, established the Supportive Housing Food Kiosk Program with the 2nd to launch in the new year, opened a new computer lab to expand the CH Digital Literacy Program classes, moved to a new site to improve access for the money management program and developed a Key Performance Indicator Tracker.

Every day, 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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To contact Conard House you may visit: conardhouse.org/contact-us
Anne Quaintance, *CEO/Executive Director* at anne@conard.org
Angie Tanielian, *Director of Development* at angie@conard.org

[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 "half-way 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 1,500 residents and clients have access to transformative services, including permanent supportive housing for 725 individuals. Conard House has equipped community members with the tools they need to live independently with life-changing results.

"Getting to the hospital, doctors, appointments, etc., very helpful."

— 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.

“The food services have been such a blessing!”

— Conard House Resident

Diversity, Equity, Inclusion and Belonging at Conard House



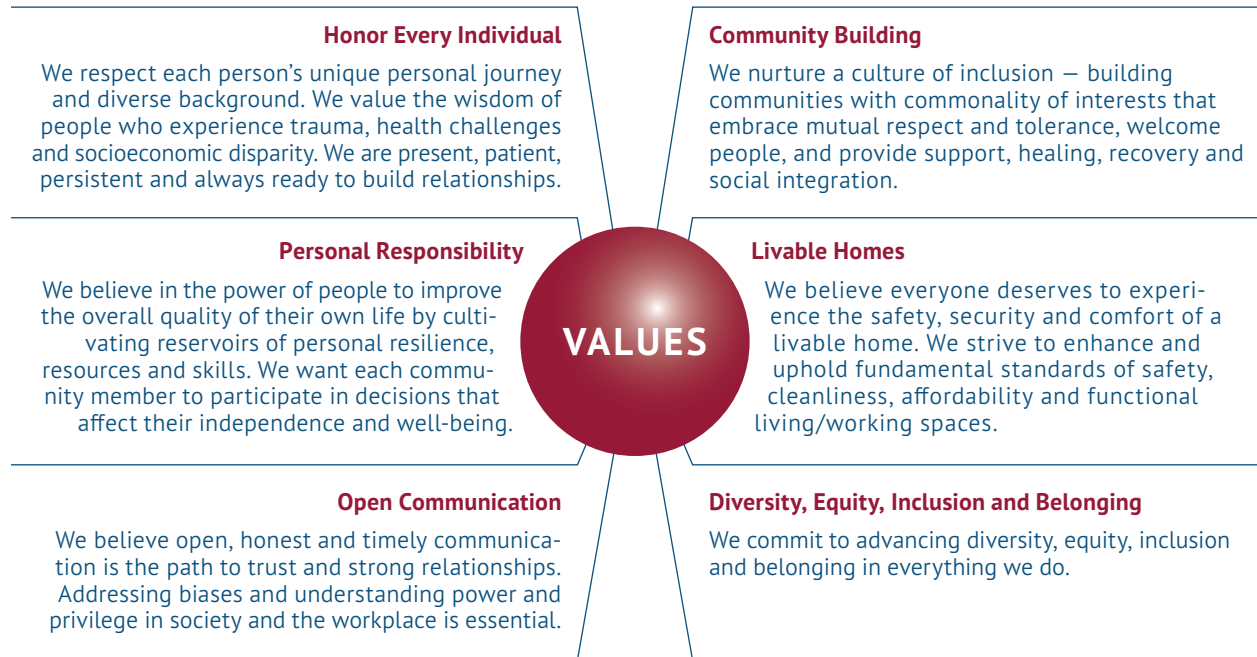
Conard House is committed to building and sustaining a diverse, equitable and inclusive environment where differences are celebrated and everyone's lived experience valued. We meet all members of our community where they are and accept without judgment the life experiences of our staff, volunteers, residents 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 comprised of members from the Conard House community. In 2023, the CH DEIB Committee expanded in staff participation with an external facilitator 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



Living Independently A Year Later — Keep It Up Conard House!

By Michael Scarce, Former Conard House Resident



My name is Michael Scarce and I am a former Conard House Cooperative Housing (Coop) resident. I lived at a Conard House property for over three years, and overall, it was a very positive experience. My physical and mental health gradually improved during that time and a little over a year ago I left [Conard House] to live independently in my own apartment. A few weeks ago, I needed to contact my former Conard House counselor, so I visited the Conard House website to get a contact phone number and I landed on a page that showed beautiful photos announcing some exciting news: Conard House opened a new program, the Conard House Transitional Housing Program at The Marilyn Inn.

Just reading the name, the Marilyn Inn triggered a flood of emotions and memories. I lived there for a short time 19 years ago way before Conard House opened the site and my experience was not a good one.



Now, seeing those beautiful photos of the Marilyn Inn on the Conard House website brings me a kind of peace of mind and closure that I cannot fully describe. It's no secret that during my time at Conard House, I complained a few times about the property management staff of my Coop, mostly because I felt it would take too long to get some necessary household repairs completed. Over time, during my stay at Conard House, I became more emphatic toward the staff because I came to realize how busy the staff is taking care of many residents — not just me. I began to understand the property management staff were completely aware of the importance of the repairs and do get the job done despite my complaints. I know that many landlords would have simply chosen to retaliate, but I know and believe Conard House truly cares about its residents. They aren't perfect, I'm not perfect but no one is and based on my own experience living there, I know they made a genuine effort to keep my home clean and safe, which is not true of all housing providers.



When it comes to housing in San Francisco, I choose to celebrate any sign of progress. I wish you, Conard House, every success with it and I am grateful the Marilyn Inn is now in your care.

Conard House Programs



Supportive Housing

Conard House operates and provides services at 11 properties and 22 shared apartments scattered throughout San Francisco. These Supportive Housing (SH) communities provide 725 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

“I think that everything is well organized.”

— Conard House Resident



Money Management

Conard House offers Money Management and Client Advocacy Services to 1,100 adults at two Community Service 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.

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.



Conard House-SF Connected Digital Literacy Program

In partnership with the SF Dept. of Disability and Aging Services, Conard House-SF Connected Digital Literacy Program offers 220 clients with one-on-one and group computer and internet training courses to Conard House residents at the Conard House Computer Lab and at on-site at Supportive Housing sites. Digital access and computer literacy enable residents to gain access to digital equipment and important information, such as health-care, 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



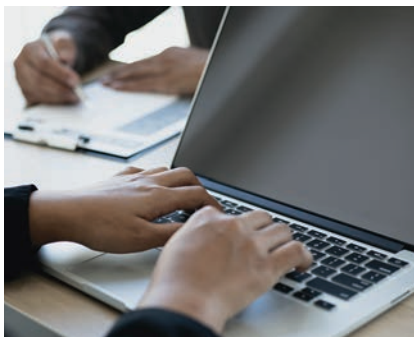
Food Security

Conard House addresses the many barriers to food security for residents and clients with interventions and referrals. Interventions include the new Supportive Housing Food Kiosk Program, an on-site food kiosk with fresh meals, food pantries, meal delivery programs, food vouchers and government benefits enrollment. In the new year, Conard House will expand services by launching the 2nd innovative on-site, self-serve, all day access food kiosk to increase food security with on-site nutritious food for 140 residents at the 2 locations.



Pet Support 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.



Food Security at Conard House

Janine is a resident at the Conard House Supportive Housing site where the Conard House Food Kiosk Program is in operation, offering healthy free meals to residents and she absolutely loves the program. When the Food Kiosk Program was launched every resident's home at the Supportive Housing site was furnished with a refrigerator, basic kitchen supplies and a microwave enabling everyone in the building to safely store and heat meals in their own homes. Janine says, "the meals are so large that oftentimes I can make two meals from one, and having the ability to store, heat and prepare food in my home, on-demand, is a life-changing experience for me."

Janine really likes the fact the Food Kiosk Program offers her a variety of food choices and that the meals are delicious. Janine knows of several resources for meals available to her, but from time to time she is unable to get away from the building to access those resources. The Conard House Food Kiosk Program helps to alleviate Janine's worry about where her next meal is coming from, or if it will be nourishing and safe to eat.

Janine likes the Food Kiosk Program because not only does it help her, the program also helps everyone in her building. Janine says, "The program has changed my life."

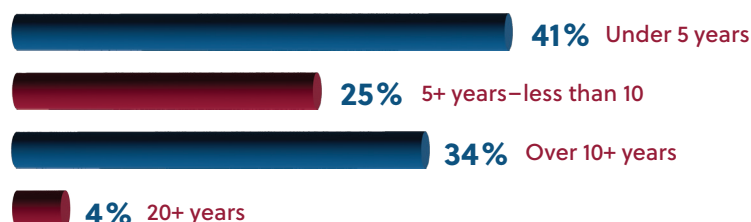
Statistics from the 2022 San Francisco Homeless Count and Survey

The 2022 SF Homeless Count and 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 unhoused, 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 unhoused 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

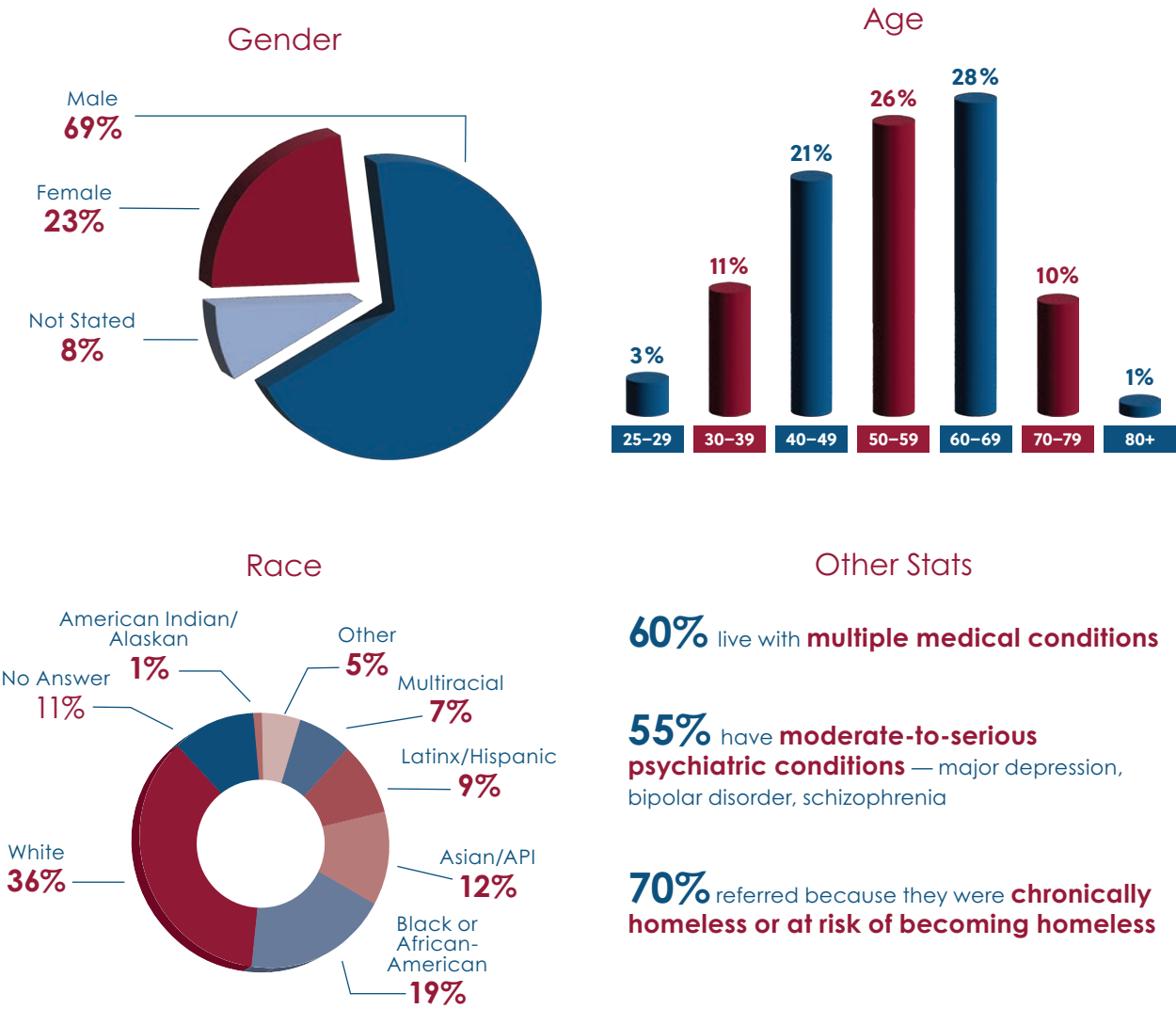


Conard House Community

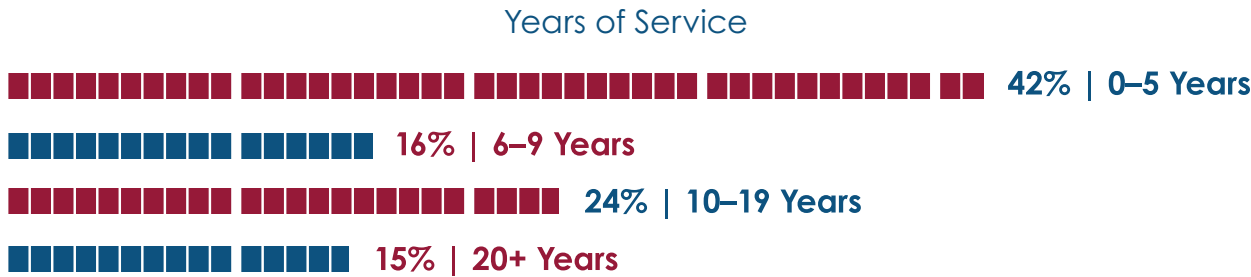
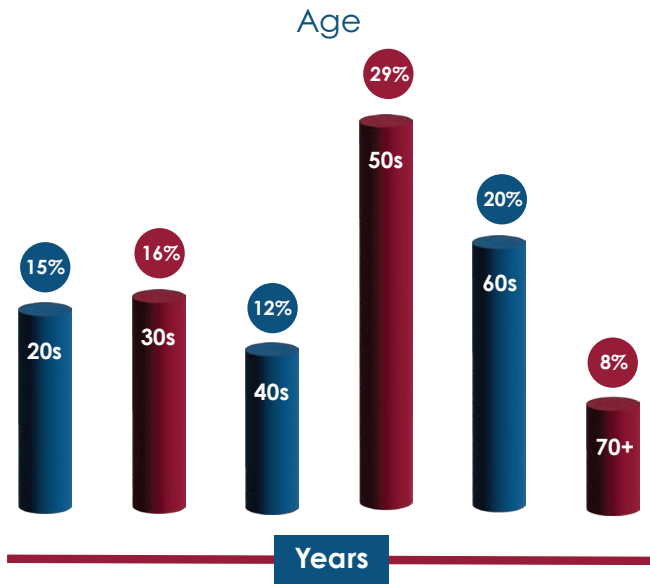
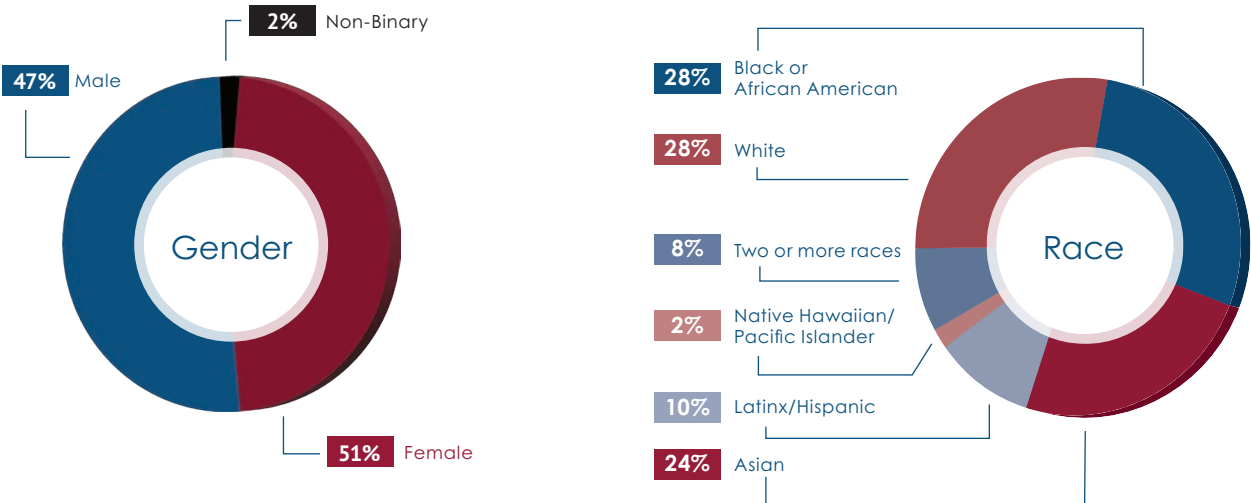
Residents at Conard House come from the streets, shelters, unstable housing, treatment programs or hospital wards seeking a home that is safe, clean and affordable. Our residents have extremely low incomes and many need help managing their very limited funds. For others, behavioral health conditions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



Residents Demographics



Staff Demographics



Conard House Portfolio

The Conard House portfolio has 10 residential buildings, 4 program sites and a network of 22 shared apartments throughout San Francisco for individuals with mental health conditions. The residential sites are an essential alternative to inpatient treatment, incarceration, and homelessness with on-site services. Residents that live together in shared apartments have their own bedrooms while receiving clinical support and property management services at off-site locations and during home visits.

725 Unit Capacity

- 69 Units at 22 Supportive Housing Shared Apartments Across San Francisco
- 656 Units at 10 Supportive Housing Residential Buildings with On-Site Services in SF Tenderloin and South of Market Districts



Allen — 62



Aranda — 110



El Dorado — 57



Jordan — 54



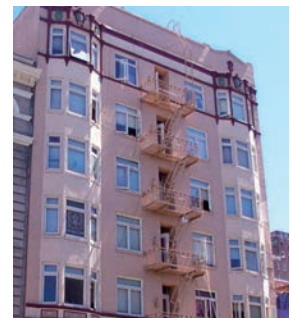
Lyric — 58



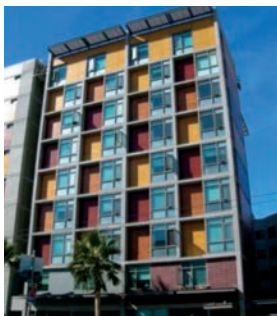
Marilyn Inn — 30



McAllister — 80



Midori — 77



Plaza — 106



Washburn — 22

4 Program Sites

- **Jackson Street** — Clinical, Case and Property Management Services for Residents in CH Shared Apartments
- **Community Services** — Money Management Services
- **Community Services SOMA** — Money Management Services at the South of Market Health Clinic
- **Admin** — CH-SF Connected Digital Literacy, Property Management, Support Services and Administration

Volunteerism Closing the Digital Divide at Conard House

Conard House is committed to closing the digital divide among Conard House Supportive Housing (SH) residents by leveraging volunteerism. With the help of our volunteers, we are meeting the demand for digital literacy training among our 700 Conard House SH residents with impactful digital training programs that are client-centered, while ensuring collaborative engagement and participation.

Corporate, individual and peer volunteers provide digital literacy training to 80–100 residents monthly, primarily in group sessions but can also be one-on-one. Curriculum content can range anywhere from smartphone training to extensive training on how to use the internet.

We are especially proud of our peer volunteers because they are Conard House residents who graduated from the Digital Literacy program. These residents mastered and enjoyed the program so much that they return to volunteer and train other residents. Peer volunteers have incredible interpersonal skills and know how to meet other resident students where they are at, which in turn, increases student engagement. Another amazing and unintended consequence of the peer volunteer group is that they are teaching the professional staff how to better serve Conard House resident students in the program.

We know, through our experience at Conard House, that closing the digital divide is critical to the well-being of Conard House SH residents because digital access and computer literacy enable residents to gain access to important information, such as healthcare, counseling, job skills training, finances, support services, educational games and, maybe most importantly, social connections.



Client Survey 2023

Quotes from Our Residents

“Sue does a great job with finding ways of getting things we had for free tablets, phones, cleaning supplies, etc. she is very helpful.”

“Getting to the hospital, doctors, appointments, etc., very helpful.”

“Everyone here helps.” “I feel safe.”

“The food services have been such a blessing!”

CONARD HOUSE

“I love the meals they make, it’s always good and sometimes great.”

“I think that everything is well organized.”

“Para mi todo esta perfecto.” (For me everything is perfect.)

“All staff are generous, respectful, and accommodating.”

***“They’ve given more than I expected.
Very extremely satisfied.”***

“I like all the services.”

Thank You to Our Supporters

Public Funders

San Francisco Department of Disability
and Aging Services
San Francisco Department of Homelessness
and Supportive Housing
San Francisco Department of Public Health
San Francisco Housing Authority

San Francisco Mayor's Office of Housing
and Community Development
California Department of Housing and
Community Development
United States Department of Housing and
Urban Development

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Angelique & Harry Tanielian
Dayton Thorpe
Virginia L. Torrecampo
Richard Van Savage
Mika Varma
Jennifer Williams
Judy Williams
Emma Yang
Monica Yao

Leadership

Affiliations

California Association of Social Rehabilitation Agencies
Council of Community Housing Organization
San Francisco Human Services Network

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

Board of Directors

Theo Haugen, *Chair*
Vice President of Customer Service
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Ali Raheem, *Director*
Vice President, Japan Hi-Tech Manufacturing & Services
Business Leader, Genpact Japan

Savita Raina, *Director*
Vice President Product Marketing, Primer.ai

Eddie Rodriguez, *Director*
Affordable Housing Attorney

Glen Segal, *Director*
Financial Executive

Dayton Thorpe, *Director*
Data Scientist, Instacart

Wendy Yu, *Director*
Advocate and Volunteer

Conard House Senior Leadership

Anne Quaintance
CEO/Executive Director
anne@conard.org

Francis Baltazar
*Executive Assistant to the CEO/Executive Director
and Board Administrator*

Elijah Bornstein
Director of Property Management

Louise Foo, Ph.D.
Director of Clinical Services

Robyn Neither-Gold
Director of Finance

Paul Schmidt
Director of Real Estate

Liliana Suarez
Director of Supportive Housing and Community Services

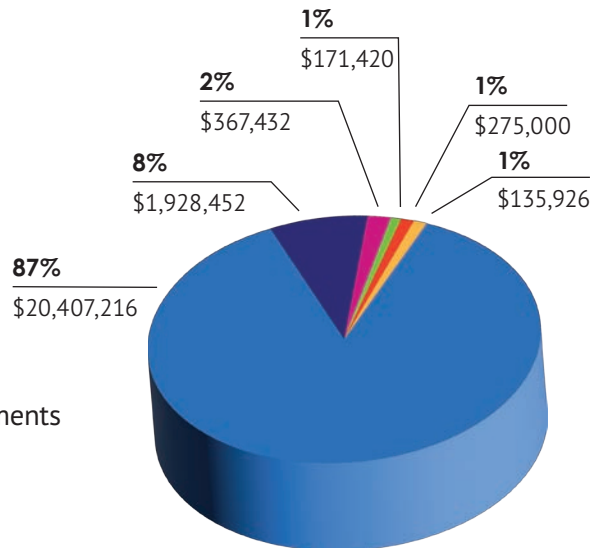
Angie Tanielian
Director of Development
angie@conard.org

Angelina Zervas
Director of Human Resources

2023 Resources for Sustainable Communities

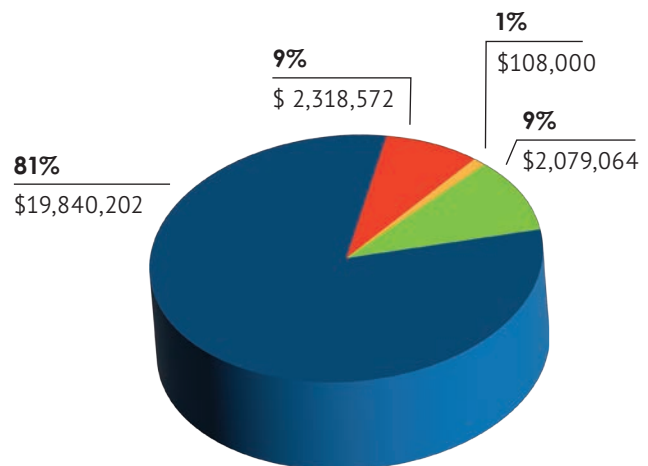
Sources in 2023 \$23,285,446

- Rent
- Public Agencies
- Real Estate and Other Income
- Management Fees
- Public Agencies One-Time-Only Enhancements
- Individuals and Foundations



Uses in 2023 \$24,345,838

- Administration
- Supportive Housing
- Money Management
- Fundraising



*Reported data are for the 12 months ended June 30, 2023 and are unaudited.

“I like all the services.”

— Conard House Resident