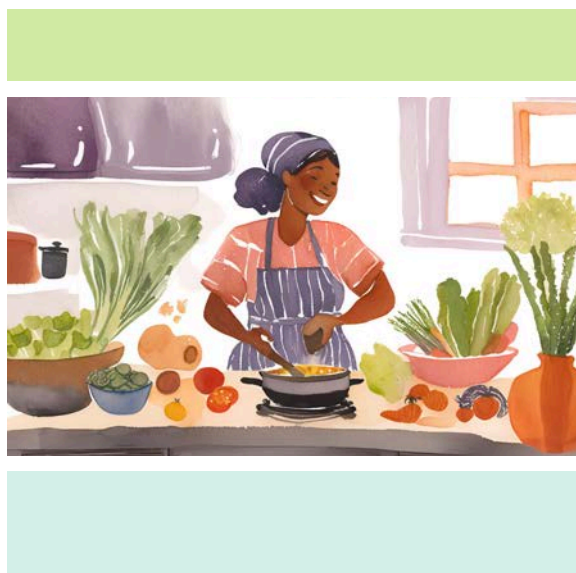
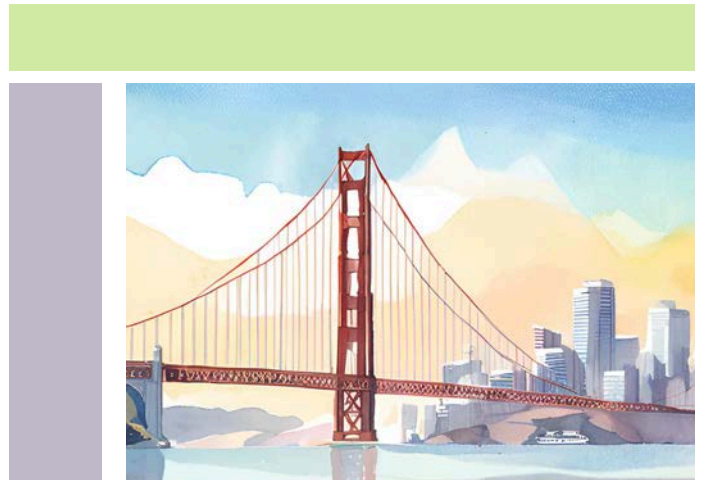
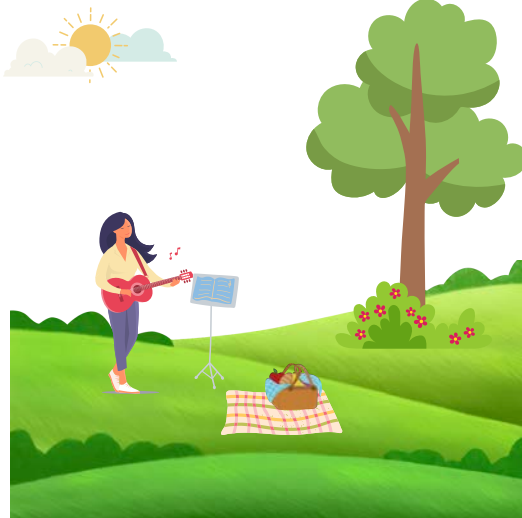


RESILIENT



Annual Report
2024

ANNUAL REPORT 2024

As we reflect on another year of growth, challenges, and success, we are excited to share with you the progress and the milestones we have achieved. 2024 has been a year of innovation and resilience for our organization. We have stayed true to our mission while adapting to a changing landscape, and this report highlights the collective effort and dedication of our team, partners, and supporters.

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Jackson Street Program Site*

Resilience in Action

San Francisco nonprofit organizations face significant challenges, including high operational costs, funding fluctuations, and a complex social landscape. Conard House continues to thrive by demonstrating extraordinary resilience, adapting to meet the community's needs while staying true to its mission.

In a city with fierce competition for grants and donations, Conard House diversifies its revenue streams through strong relationships with individual donors, corporate partners, and creative fundraising events. This approach not only reduces reliance on volatile funding sources, but also ensures the organization can continue to serve the community with stability and flexibility.

Despite the high cost of living in San Francisco, Conard House finds forward-thinking ways to manage expenses while maintaining high-quality services. By embracing flexible work arrangements, expanding its volunteer and internship program, and collaborating with other organizations, Conard House maximizes its resources and reduces overhead costs. These strategies enable the organization to direct more resources toward expanding the reach of its programs and services.

In spite of a year filled with challenges, one of the standout achievements is a \$37 million rehabilitation project that transforms a century-old building to improve the livability of 62 Single Room Occupancy (SRO) units. This renovation enhances residents' quality of life and strengthens the delivery of critical services. Conard House continues to provide vital services while creating long-term solutions.

Conard House places a strong emphasis on employee well-being and retention. By offering competitive benefits, fostering a supportive work culture, and providing growth opportunities, Conard House nurtures a dedicated and passionate workforce that remains fully committed to its mission and values.

A key factor in Conard House's resilience is its steadfast commitment to addressing some of San Francisco's most pressing challenges. The organization provides vulnerable community members with a place to call home and offers vital services that help rebuild lives. We develop sustainable, long-term solutions that create a lasting impact.

We continue to turn challenges into opportunities for growth. Through adaptability, a strong workforce, and dedication to our mission, Conard House makes a positive difference in the lives of San Francisco's most vulnerable populations. Our resilience serves as a shining example of how community-centered solutions can overcome obstacles and drive meaningful change.

Together, we are resilient.



Theo Haugen
Board Chair



Anne Quaintance
CEO/Executive Director

CONARD HOUSE SPECIALIZES IN PROVIDING SUPPORTIVE HOUSING, MONEY MANAGEMENT, AND MENTAL HEALTH SERVICES TO VULNERABLE ADULTS IN SAN FRANCISCO.

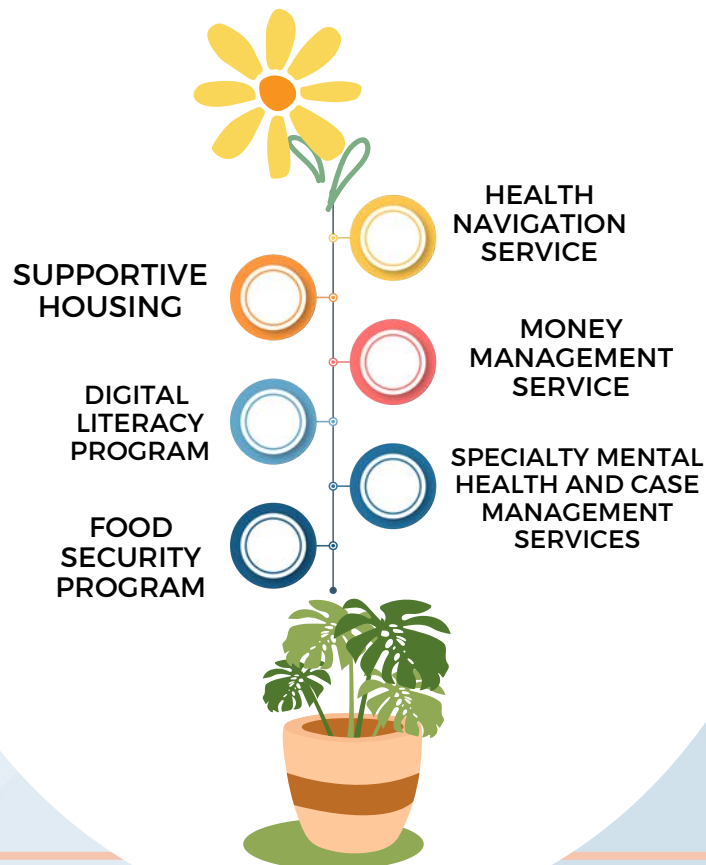
Mission

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

Values

- honor every individual
- personal responsibility
- open communication
- community building
- livable homes
- diversity, equity, inclusion, belonging

ALL RESIDENTS HAVE ACCESS TO
CONARD HOUSE PROGRAMS &
SERVICES



SPECIALTY MENTAL HEALTH THERAPY & 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.



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.

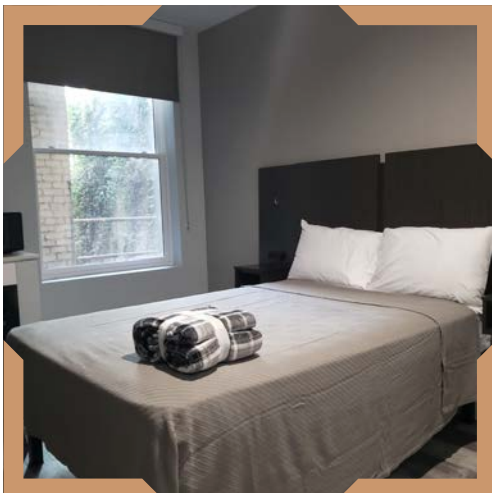
SUPPORTIVE HOUSING

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



DIGITAL LITERACY PROGRAM

The Conard House Digital Literacy Program is designed to equip individuals with the essential skills needed to thrive in today's digital world.

This program aims to enhance participants' understanding and proficiency in using technology, ensuring they can access information, communicate effectively, and engage with the digital community.

Why is it important?

In our increasingly digital society, digital literacy is crucial for personal and professional success.

The Conard House Digital Literacy Program plays an essential role in:

- Bridging the digital divide
- Making employment opportunities more accessible
- Promoting inclusion
- Creating meaningful connections

The Conard House Digital Literacy Program is not just about learning technology; it's about building a foundation so that success and wellbeing are within every participant's reach.

"I can't express how transformative Conard House's Digital Literacy Program has been for me. Before joining, I felt lost in the tech world, but the supportive instructors and hands-on workshops elevated my self-esteem immensely. With the help of my mentor, I not only mastered essential skills but also landed a job as a customer service representative! Now, I feel empowered to navigate the digital landscape more effectively—what a game changer!"

~Lydia



COMPUTER, INTERNET & EMAIL ACCESS



TECHNICAL SKILLS DEVELOPMENT



RESUME COMPOSITION & JOB APPLICATION COACHING

In a year, the program:

- **served 222 program participants**
- **provided over 1,941 hours of instruction/coaching**



VOLUNTEER PROGRAM

The Conard House Volunteer Program offers volunteers and interns a meaningful opportunity to make an impact while gaining valuable experience. By supporting Conard House's mission, they help create a positive environment where both participants and volunteers thrive.

Volunteers and interns engage in various activities, including:

- Support and Mentorship: Assisting with computer classes, job searches, and resume composition.
- Social and Recreational Activities: Organizing events and activities that promote a sense of community and support.
- Administrative Assistance: Helping with clerical tasks and special events.

Through their involvement, volunteers and interns provide essential support while gaining personal growth, new skills, and insights into nonprofit work. This program allows them to give back to the community while making a lasting impact.

We offer a supportive environment where volunteers and interns can contribute in ways that align with their interests and goals.

Ysa DeLa'O



Hey there! I'm Ysayana DeLa'O, and I'm excited to be an intern at Conard House. I've had the chance to support individuals in need and help them access essential services and resources.

Over the coming months, I'm eager to dive deeper into the challenges faced by marginalized communities and sharpen my skills in social work. My ultimate dream is to combine my passions for social service and real estate, paving the way for a fulfilling career. Let's make a difference together!



Anna Jiricko

I was honored with the opportunity this summer to share my time with Conard House as a volunteer. With the current rise of mental illness and substance abuse throughout the United States, Conard House's work is so valuable and important in reshaping communities.

I was happy to contribute my time to help them give back to the San Francisco community and equip people with the tools needed to rebuild their lives.

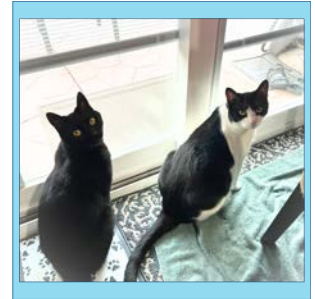
I am a senior at Scripps college graduating this semester and currently applying for law school next fall.



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.

Conard House collaborates 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 provides residents with opportunities for employment by hiring them for various staff positions within the organization. With training and support, residents gain the skills they need to succeed in these roles. This experience can lead to potential promotions within Conard House or help them pursue other employment opportunities in the wider community, giving them a solid foundation for future career growth.

HEALTH NAVIGATION

Conard House Clinical Case Managers and certified Peer Health Navigators provide support to our most at-risk and least-connected residents. Through personalized, face-to-face connections with primary care doctors, pharmacists, dentists, and ophthalmologists we focus on breaking down barriers to healthcare, fostering meaningful engagement, and empowering individuals to take control of their health. One of our main goals is to build lasting, supportive relationships that not only improve access but also inspire self-management, helping those who need it most achieve better well-being and a healthier future.



FOOD SECURITY AT CONARD HOUSE

Conard House tackles food insecurity through its supportive housing programs. **Having a safe space to live in enables residents to access food assistance like community meal programs, and their own space to prepare food.** Conard House ensures that residents not only have access to nutritious and delicious meals that address immediate hunger, but also helps foster long-term stability. To further enhance food accessibility, we've launched Food Kiosks at two supportive housing sites, serving 140 residents, with plans to expand these kiosks to all locations, providing even greater support to all residents in need.

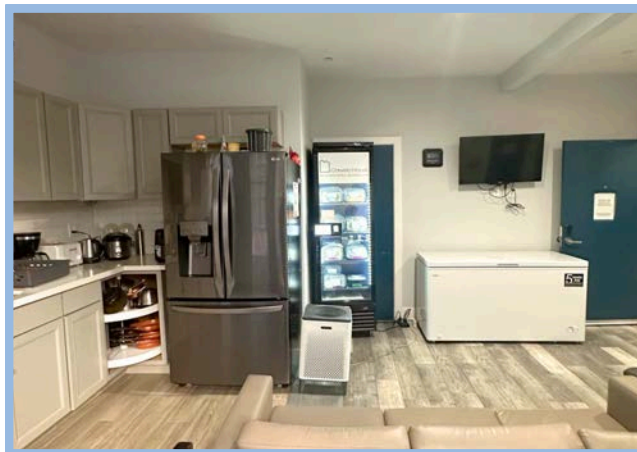
In a city where high housing costs exacerbate food insecurity, many face significant barriers to accessing affordable, healthy food.

Our comprehensive approach directly confronts food insecurity by providing on-site food, cooking and storage equipment, and classes.

FOOD SECURITY

17,924 meals

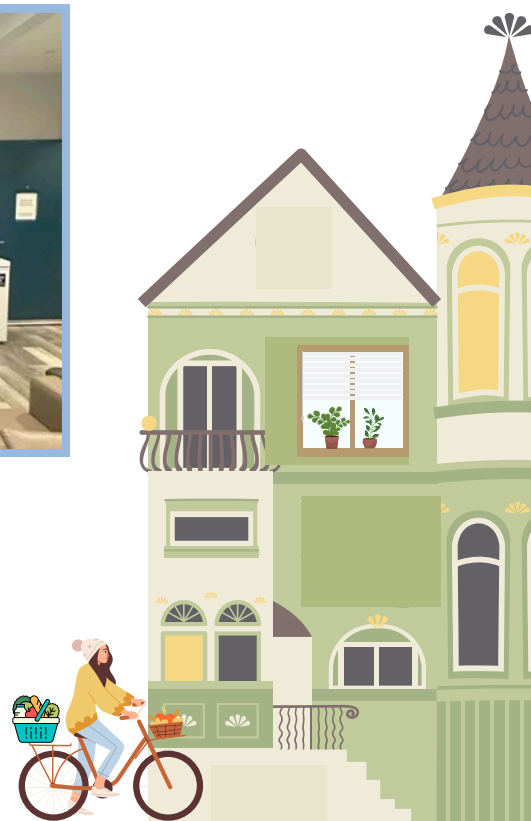
**2 food kiosks at
The Aranda
and The Marilyn Inn
in a year**



food options in the kiosk include:

- chicken curry and brown rice
- meatball stew
- steamed veggies and potatoes

labels include allergy information

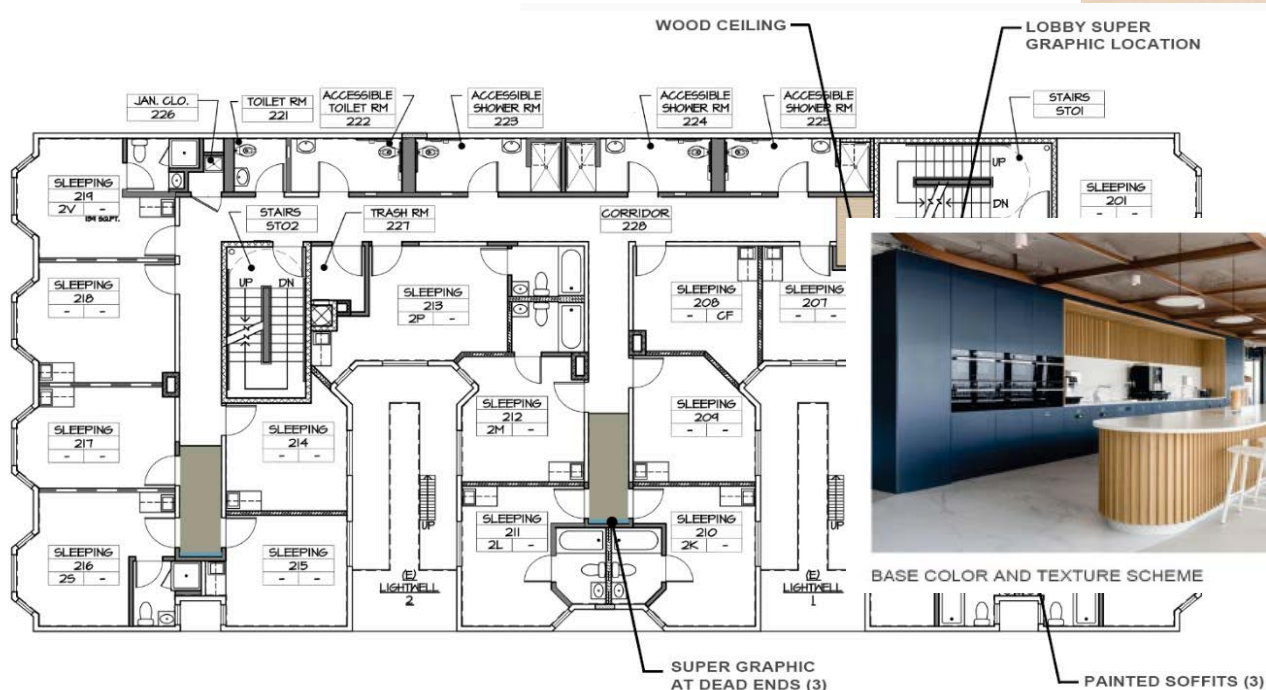
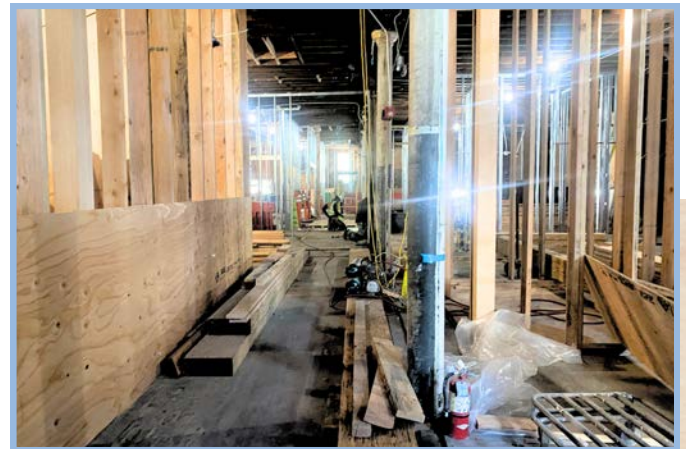


EL DORADO APARTMENTS REHABILITATION

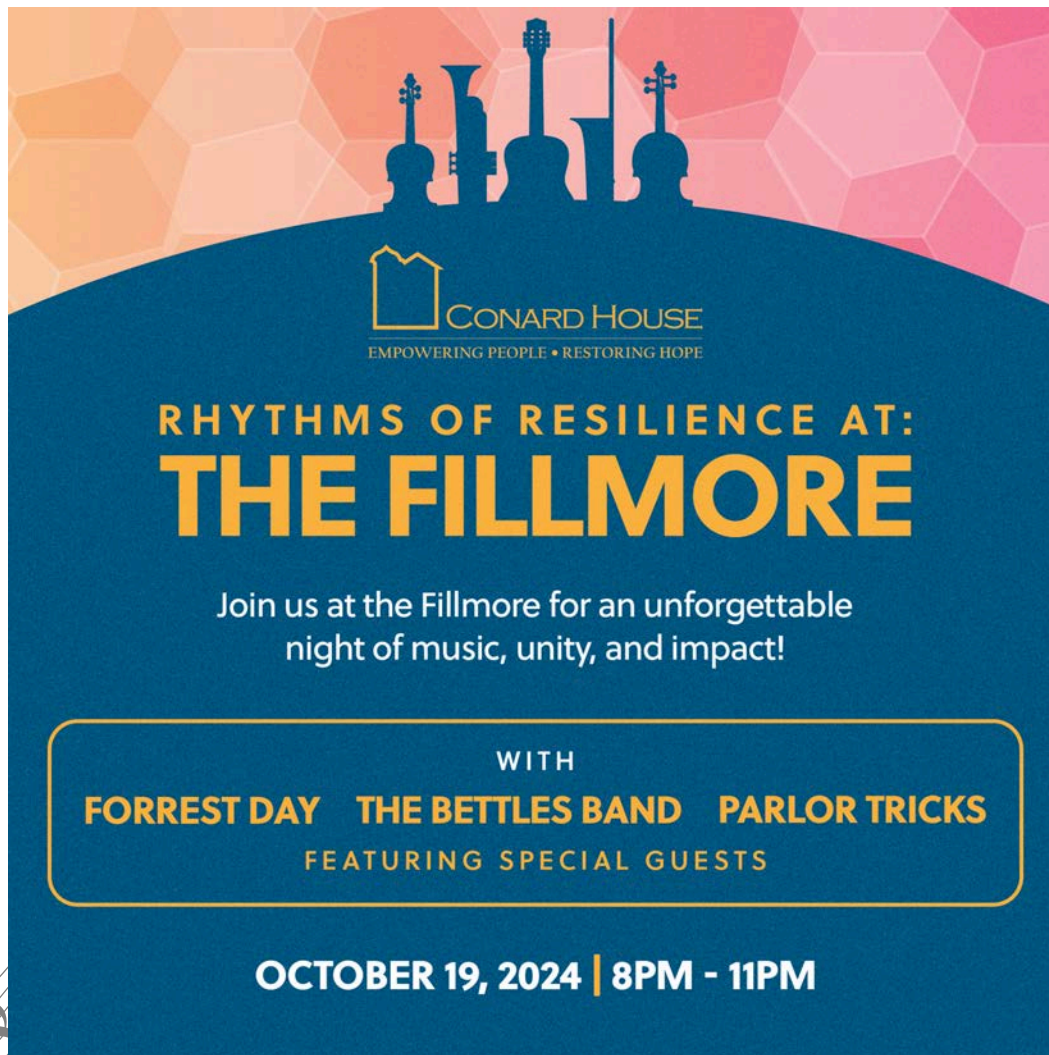
\$37M rehabilitation project

to upgrade 57 existing Single Room Occupancy (SRO) units of affordable permanent supportive housing located in San Francisco's South of Market neighborhood, expanding the capacity to 62 units, to serve individuals who have experienced homelessness and/or have moderate to severe mental health conditions is well underway.

We are thrilled to share that
construction has officially started!



We are honored to share the unforgettable inaugural "Rhythms of Resilience", held on October 19, 2024—an event that marked a pivotal moment in our journey. Set against the iconic backdrop of San Francisco's legendary Fillmore, this celebration was more than just a gathering; it was a powerful tribute to the strength of community and the transformative power of togetherness in times of adversity.



CONARD HOUSE
EMPOWERING PEOPLE • RESTORING HOPE

**RHYTHMS OF RESILIENCE AT:
THE FILLMORE**

Join us at the Fillmore for an unforgettable
night of music, unity, and impact!

WITH
FORREST DAY THE BETTLES BAND PARLOR TRICKS
FEATURING SPECIAL GUESTS

OCTOBER 19, 2024 | 8PM - 11PM

Through the universal language of music, "Rhythms of Resilience" united people from all walks of life, inspiring each other to rise above challenges and emerge stronger. The event became a platform for meaningful connections, where beautiful memories were made, and resilience was celebrated. With the Fillmore's rich history as a stage, this experience left a lasting impression—one that lingers far beyond the final note.

*We look forward to having you join us
at Rhythms of Resilience 2025!*

CONARD HOUSE COMMUNITY

Conard House serves a very diverse population. With a compassionate and inclusive approach, we support and provide services to individuals from all walks of life so that they can restore stability and regain independence.

We provide housing and services to individuals as young as 23 years old all the way through 81 years old.



725 residents

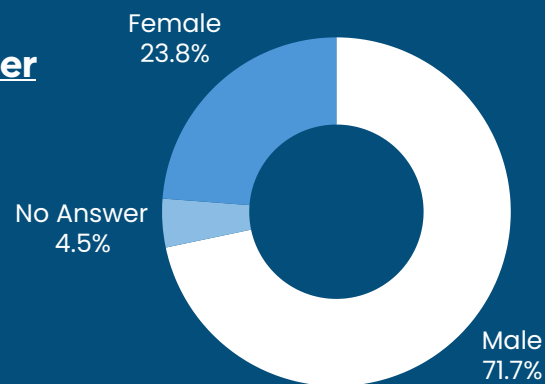


1,100 money management program participants

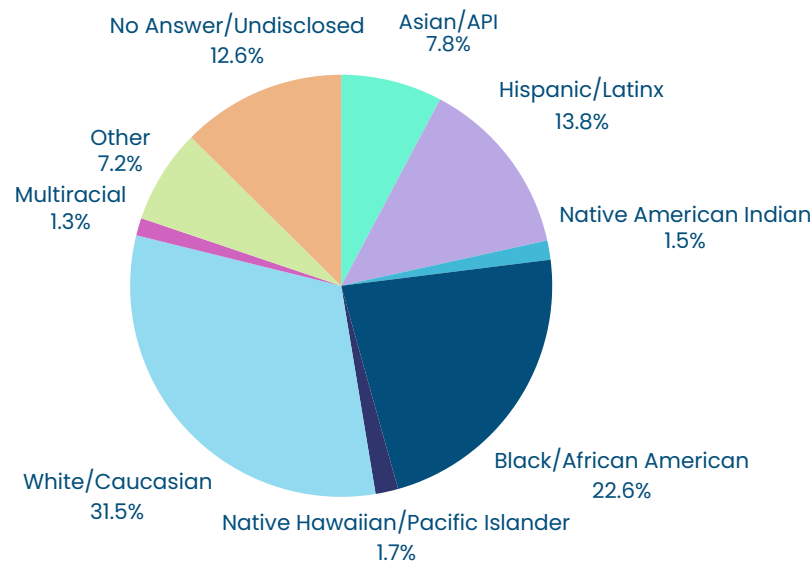


1,941 digital literacy hours

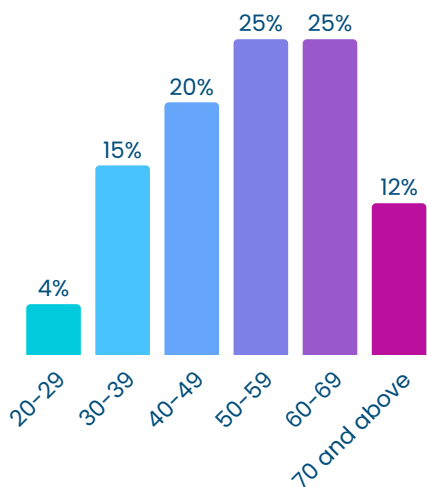
Gender



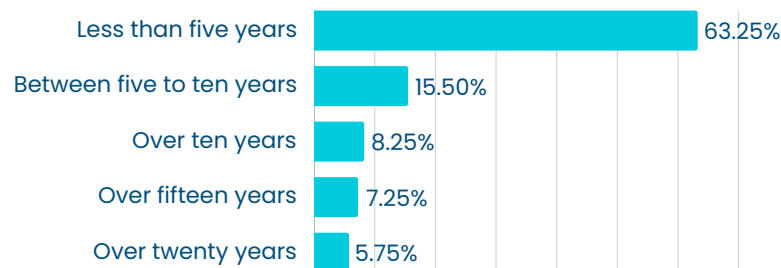
Ethnicity



Age

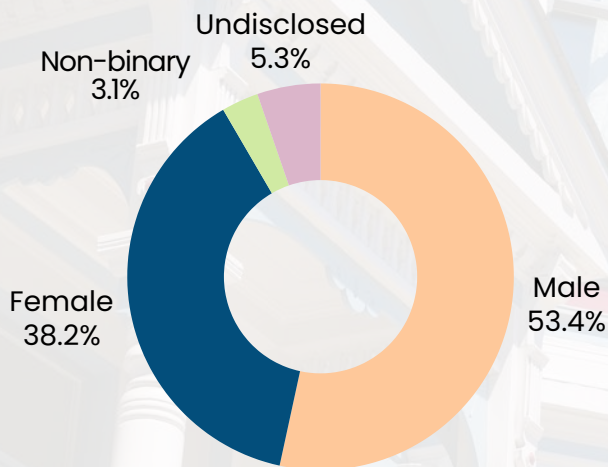
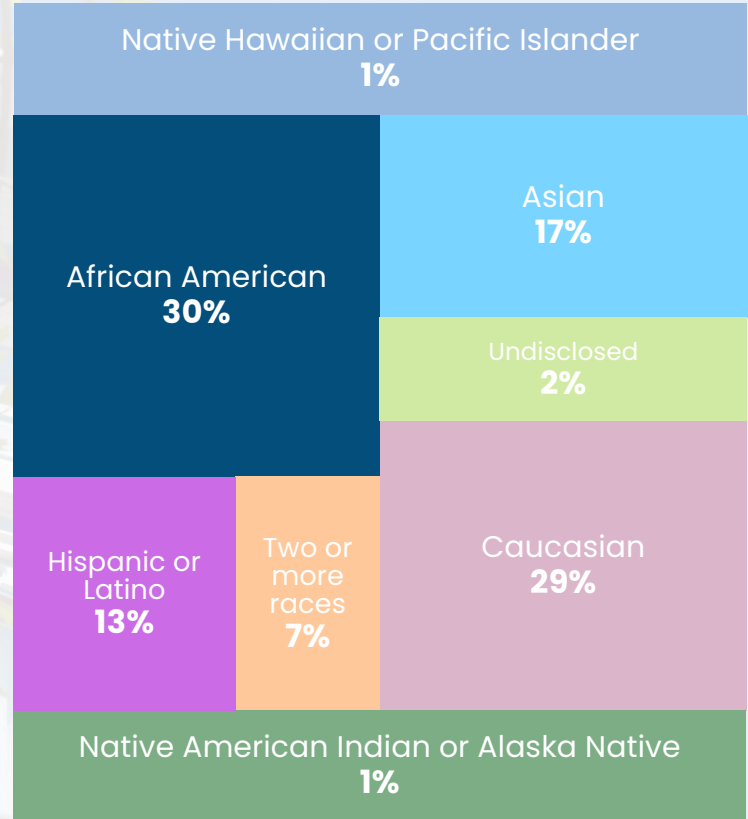


Length of Stay



STAFF DEMOGRAPHICS

Conard House staff are at the heart of the organization, bringing a combination of expertise, passion, and empathy to their work. They go above and beyond just providing housing and mental health services—they build strong and trusting relationships with program participants, creating a supportive environment where individuals can thrive. With a deep commitment to fostering independence and long-term stability, the Conard House team transforms challenges into opportunities, empowering people to reclaim their lives and move toward a brighter future.



Miriam Ataya
Clinical Program Director II



“Working at Conard House has been incredibly fulfilling, as it allows me to make a difference in the lives of individuals facing low income and mental health challenges in San Francisco’s most underserved areas. The supportive, collaborative environment among staff, coupled with the opportunity to provide essential resources and services, makes the work deeply meaningful. Seeing residents grow, regain stability, and take steps toward a better future is incredibly rewarding. Being part of a team that offers not just housing, but hope, is both inspiring and a constant reminder of why this work is so important to me.”

DIVERSITY, EQUITY, INCLUSION BELONGING

As we reflect on the past year, the Diversity, Equity, Inclusion, and Belonging (DEIB) Committee is proud to share our progress and continued commitment to fostering a culture where everyone feels valued and heard.

Key highlights from the year:

- Engaged in topics like intersectional feminism, workplace equity, and mental health
- Expanded meeting locations for greater accessibility and inclusivity
- Welcomed new members with fresh perspectives and ideas
- Implemented initiatives such as updated holiday celebrations and inclusive communication guidelines
- Supported training on unconscious bias and inclusive leadership

Goals for 2025:

- Strengthen our community with more support, resources, and development opportunities
- Boost engagement through collaborative projects and recognizing individual DEIB contributions
- Partner with local experts and thought leaders for fresh insights on DEIB
- Host all-hands workshops to educate and inspire on equity, inclusion, and belonging
- Celebrate employee diversity through events, storytelling, and cultural showcases



HEALTH AND SAFETY COMMITTEE

The role of the Health and Safety Committee is to work collaboratively to promote and maintain a safe, healthy, and supportive environment at Conard House. The committee, chaired by the Health and Safety Officer, is responsible for developing, implementing, and evaluating safety measures, addressing hazards, and ensuring compliance with safety regulations.

Key responsibilities of the committee include:

- Identifying and addressing health and safety concerns across workgroups.
- Developing strategies and measures to improve safety and well-being.
- Reviewing feedback from Safety Representatives and workgroups to address specific needs.
- Overseeing safety training, drills, and the implementation of safety protocols.
- Ensuring that all work sites comply with safety regulations and best practices.
- Investigating safety incidents or complaints and recommending corrective actions.

The committee plays a crucial role in fostering a culture of safety and accountability, ensuring that Conard House is an environment where health, safety, and welfare are a top priority.



CONARD HOUSE PORTFOLIO

The Allen
62 units

The McAllister
80 units

The Aranda
110 units

McAllister Street
10 units

Dore Street
18 units

The Midori
77 units

The El Dorado
57 units

Master Lease
12 units

Florida Street
8 units

The Washburn
22 units

The Jordan
54 units

The Plaza
107 units

The Lyric
58 units

Post Street
10 units

The Marilyn Inn
30 units

26th Street
10 units

THANK YOU TO OUR SUPPORTERS

Data is for July 1, 2023 – June 30, 2024

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

Foundation Grantors

Bothin Foundation
Mary L. Bianco at the Moca Foundation
McNabb Foundation
Menorah Park
Sutter Health Community Benefit

Corporate Contributors

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Fidelity Brokerage Services LLC
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Angelique & Harry Tanielian
Kyle Jay Thulien
Virginia Torrecampo
Mika Varma
Madhulika Varma
Emma Yang
Joanne Zinman
Anonymous Google Employee
Anonymous CISCO Employee

Affiliations

San Francisco Food Security Task Force
Dignity Fund Coalition
San Francisco Human Services Network
San Francisco Mental Health Contractors Association
San Francisco Supportive Housing Provider Network

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Louise Foo, Director of Clinical Services

Liliana Suarez, Director of Supportive Housing and
Community Services

Elijah Bornstein, Director of Property Management

Angelina Zervas, Director of Human Resources

Keaton Shyler, Director of Development

AFFILIATIONS

California Association of Social Rehabilitation Agencies

Council of Community Housing Organization

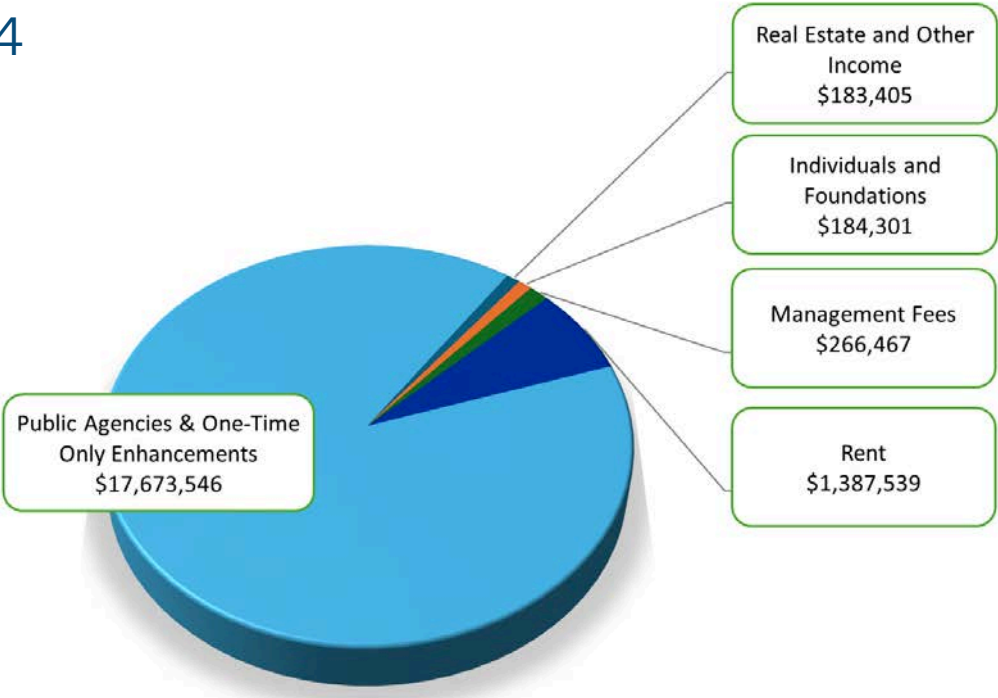
San Francisco Human Services Network

San Francisco Mental Health Contractors Association

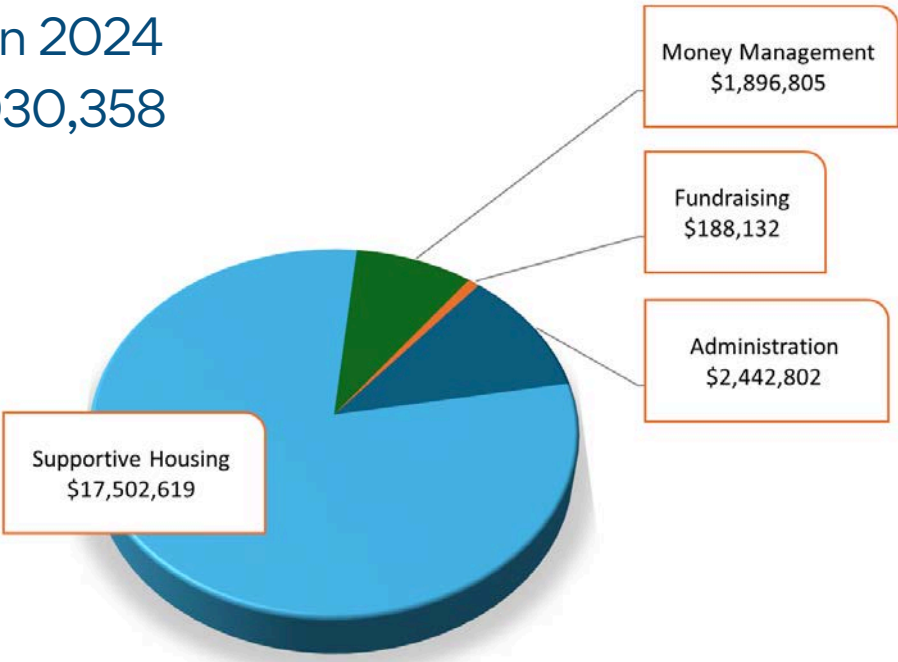
San Francisco Supportive Housing Provider Network

2024 RESOURCES FOR SUSTAINABLE COMMUNITIES

Sources in 2024
\$19,695,258





Uses in 2024
\$22,030,358



*Reported data are for the twelve months ended June 30, 2024 and are unaudited.



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