



Building a
RESILIENT
San Francisco

Annual Report 2025

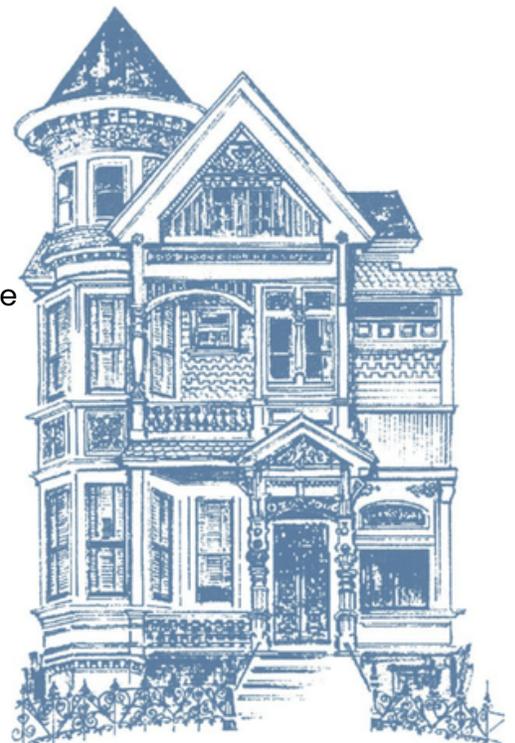


Annual Report 2025

2025 reflects the resilience, creativity, and care that define our community. The year challenged us in new ways and opened new paths forward, and we're proud to share the progress that emerged from that work. This report honors the dedication of our staff, residents, clients, Board of Directors, volunteers, donors, government partners, private funders, vendors and stakeholders who collectively bring our mission to life.

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Jackson Street Program Site*

report designed by Francis Baltazar

Empowering People Restoring Hope

San Francisco nonprofit organizations continue to face significant challenges, including rising operational costs, persistent funding fluctuations, and an increasingly complex social landscape. In this environment, Conard House remains steadfast—demonstrating resilience, innovation, and an unwavering commitment to our mission to build welcoming communities and caring relationships that empower people and restore hope for vulnerable adults in San Francisco.

In a city marked by intense competition for public support, private grants and charitable giving, Conard House has further strengthened and diversified revenue streams. Through deepened relationships with individual donors, expanded corporate partnerships, foundation support, and creative fundraising initiatives, the organization has enhanced our financial stability. Equally vital are our government partners and the strength of our public–private partnerships. Together, these partnerships form the backbone of sustainable, community-centered solutions.

As the cost of living in San Francisco continues to rise, Conard House continues to refine forward-thinking operational strategies to maximize impact and use our resources efficiently while maintaining high-quality, person-centered care. These efforts allow Conard House to direct more resources towards direct services that empower residents and clients and promote long-term stability.

Everyday, our compassionate, committed and heroic staff and volunteers make tangible differences in our residents and clients lives through our programs and services. Conard House helps individuals stabilize their lives, maintain housing, manage their finances, and work toward personal goals. Grounded in a belief in human rights and the inherent dignity of every person, Conard House affirms that access to housing, healthcare, and financial stability are fundamental components of a just and equitable community.

Over the past year, challenges have continued—but so has growth. With a dedicated workforce, engaged supporters, strong government alliances, and impactful public–private partnerships, Conard House has transformed uncertainty into opportunity. By centering its work on empowerment, human rights, and hope, Conard House continues to make a meaningful and lasting difference in the lives of San Francisco’s most vulnerable adults.

We invite you to explore this year’s Annual Report to learn more about the lives transformed, the milestones achieved, and the partnerships that make this work possible. Together, we remain resilient—and together, we restore hope.



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.

OUR MISSION

is to build welcoming communities and caring relationships that empower people and restore hope

OUR VALUES

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

All residents have access to



Supportive Housing



730 homes

10 properties

22 shared apartments

Conard House operates 10 properties and 22 shared apartments across San Francisco, providing Supportive Housing (SH) for 730 residents living with mental health conditions or experiencing homelessness.

Many residents also manage chronic medical conditions or substance-use challenges, which can intensify their housing instability.

Two of our SH sites offer a two-year transitional program that helps individuals move from residential treatment toward independent living. Without the daily support Conard House provides, many residents would be without a home or at significant risk of homelessness. Our services extend far beyond housing, offering the stability and resources people need to maintain their health, dignity, and independence.

All 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

specialty mental health therapy & case management services

psychiatric diagnostic assessments

individual and group mental health counseling and therapy

psychological case management

crisis intervention



ensuring essential care services
are available at home
for 730 residents

Conard House delivers Specialty Mental Health Therapy through on-site Outpatient Behavioral Health Services, providing residents with direct access to voluntary individual and group therapy, psychosocial rehabilitation, and crisis intervention. Services are delivered by licensed and waived clinicians within residents' housing environments, reducing barriers to care and supporting continuity of treatment for individuals with moderate to severe mental health conditions. This integrated approach allows mental health care to work hand-in-hand with housing stability, dignity, and long-term recovery.

Case Management Services are embedded across Conard House's supportive housing portfolio, offering residents consistent, on-site support tailored to their individual needs and goals. Case managers and social workers provide care coordination, service linkage, crisis response, and ongoing advocacy—regardless of whether a resident participates in outpatient mental health treatment. This flexible, person-centered model strengthens housing stability, promotes independence, and ensures residents are supported holistically over time.

money management

representative payee program

Every year, the Money Management Program , serves more than 1,100 individuals providing not just financial oversight but a lifeline. For individuals required by the Social Security Administration to have a representative payee and who struggle to navigate the maze of public assistance, **our program is often the difference between stability and crisis.**

Housing Security

Housing is the cornerstone of stability.

Staff ensure rent is paid on time, negotiate with independent landlords, resolve lease violations, and advocate for tenants' rights. They connect clients to legal services and rental assistance programs.

Whole-Person Support

Our team acts as a bridge to critical resources such as medical care, mental health services, substance use treatment, food donations, and more. Each client receives a personalized budget plan that prioritizes essentials like rent and utilities while building capacity for independence.

Harm Reduction & Transformation

Money management becomes a tool for harm reduction. By creating effective financial plans, clients learn to reduce substance use, monitor spending, and set achievable goals. Staff support them in pursuing training, part-time work, and education; ultimately leading to self-sufficiency and growth.



serving more than
1,100 San Franciscans

6,635 rent payments were processed within two days of benefit receipt, maintaining a 100% on-time disbursement rate that ensured uninterrupted housing stability.

PROGRAM IMPACT

- **housing stability**
- **independence**
- **new futures charted**
- **dignity and freedom**

300 Conard House residents receive money management services



food security

What is food insecurity? Food insecurity is defined as limited or uncertain access to sufficient food needed for an active, healthy life.

1 in 5 people in California struggle with food security

Conard House confronts food insecurity head-on by embedding access to nutrition within its supportive housing programs.

Residents prepare nutritious food in their own spaces, access on-site food pantries, attend nutrition classes, connect to community food programs and CalFresh. By ensuring access to nourishing meals that ease immediate hunger while reinforcing long-term stability, Conard House strengthens both health and hope.

Two food kiosks bring healthy options directly into the heart of our communities, ensuring residents can reliably access food where they live.

In San Francisco, where soaring housing costs intensify food insecurity, our programs dismantle barriers to affordable, nutritious food and demonstrate how housing and health are inseparable.

food options in the kiosk include:

- Achiote Tofu
- Achiote Chicken
- Steak Fajitas
- Fajitas w/ Rice and Veggies

labels include allergy information

25,231 meals

- provided to residents through 2 food kiosks at The Aranda and The Marilyn Inn

+40% increase from previous year



Our comprehensive approach addresses food insecurity by providing onsite food, cooking and storage equipment, and classes.



health navigation program

expanding access
empowering residents
strengthening community health

In 2025, Conard House significantly expanded its Health Navigation Program, which supports residents with moderate to severe mental health challenges and substance use disorders in accessing essential medical, behavioral health, and wellness services. This year marked major growth in the program's reach, staffing, and infrastructure.

Conard House secured an incredibly impactful Sutter Health Community Investment Award to support the Health Navigation Program with 5 new full-time Health Navigators, trained and certified as Medi-Cal Peer Support Specialists, and to establish the program's operational base at the Jackson Street site.

Funding began in July 2025, with strong expectations for renewal in 2026. This investment aligns with Sutter Health's priorities in healthcare access and delivery, mental health and substance use disorder, and workforce development. It affirms Health Navigation as a key strategy for reducing inequities and strengthening the peer behavioral health workforce.

2025 was also the first full year of implementing a staffing model centered on Peer Health Navigators, which are individuals with lived experience who bring cultural connection, trust, and authentic engagement. Leadership prioritized hiring residents whenever appropriate, emphasizing lived experience, analytic skills, and strong grounding in community values.

HEALTHCARE SHOULD NOT FEEL LIKE A MAZE



Health Navigators connect residents to essential services, including primary care, dental care, optometry, and specialty medical care such as oncology, cardiology, and ophthalmology. Early feedback shows stronger community engagement, improved on-site support, and a more positive resident environment.

With expanded staffing, strengthened partnerships, and a clear pathway toward Medi-Cal certification, Conard House enters 2026 with its most robust Health Navigation Program to date, advancing health access for San Francisco's most vulnerable residents while building a peer workforce that reflects the community it serves.

pet support program

strengthening care beyond
the individual

In 2025, Conard House continued to strengthen and integrate its Pet Support Program as an essential part of whole person care. For many residents living with serious mental health challenges, companion animals provide routine, comfort, and emotional grounding. Their presence creates stability in daily life and supports long term recovery.

Building on earlier efforts, the program expanded coordination with community partners and on site services. This work improved access to veterinary care, essential supplies, and preventive services, helping residents care for their pets while remaining safely housed.

Throughout the year, the Pet Support Program gained greater visibility across Conard House properties through staff collaboration, on site events, and targeted fundraising. By embedding pet care into our supportive housing model, Conard House reinforced a simple truth: recovery and stability are stronger when people are supported alongside the companions they love.



volunteer program

making resources
available within arm's reach

The Conard House Volunteer Program continues to offer volunteers and interns a meaningful way to contribute while gaining practical experience in community-based work. Volunteers strengthen day-to-day program capacity by supporting mentorship and learning activities, helping with community-building events, and assisting with administrative and special-event needs, creating a positive environment where both community members and volunteers thrive.

In 2025, the program deepened its impact through direct support to core services such as the Digital Literacy program, where volunteers work both for and with community members by organizing program materials, supporting events and workshops, and assisting with individualized technology questions that help residents build independence and confidence.

"I started volunteering not really knowing what I could offer, so I just jumped in—handing out Chromebooks, helping with adapters, and troubleshooting Wi-Fi/Bluetooth. Over time, I found myself helping residents across different sites with everyday tech like telehealth apps and using their devices (including QR codes) to access services, and it genuinely made me better at working with people face-to-face."

— DeAngelo G.

digital literacy program

The aim of the Conard House Digital Literacy Program is to empower our community members to confidently navigate the technological advancements that impact our day-to-day lives. Within the program's central hub, the Tech Lab, individuals can gain access to digital and device training workshops, individualized help sessions, and more.

- computer and internet access
- technical skills development
- resume composition & job application coaching

87% of participants

agree the program has strengthened their confidence in using online resources independently and in finding services that support their wellbeing.



- **provided service to over 219 program participants**
- **over 1,554 hours of instruction/coaching**

The Conard House Digital Literacy program is about empowerment, accessibility, and a commitment to lifelong learning. Here, bridging the digital divide is not just about learning new skills, but also ensuring every participant has the capacity to reach their personal goals.

"The Conard House Tech Lab has really helped me keep up with how fast technology changes. I've learned practical skills I use everyday. In a world that moves this quickly, having a place that actually teaches you how to keep up isn't just helpful, it's necessary."

~Michael D.

Rhythms of Resilience

2025

On October 11, 2025, Conard House welcomed esteemed guests to The Fillmore for the second annual Rhythms of Resilience, an intimate, supper club-style evening that brought together music, community, and generosity in support of our mission.

The night featured powerful live performances by Kat Robichaud & The Darling Misfits, and Andrews, Garthwaite, & Bettles. The event raised essential funds for Conard House's supportive housing and mental health programs. Guests, sponsors, and partners transformed a night of entertainment into meaningful impact for adults across San Francisco.

We are deeply grateful to staff, residents, clients, Board of Directors, volunteers, donors, government partners, private funders, vendors, performers, and stakeholders, whose generosity and collaboration made the evening possible, and to every guest who attended and gave so generously. Rhythms of Resilience 2025 was a true celebration of community, and proof that when people come together with purpose, resilience grows.

sponsors and supporters



performances by



Kat Robichaud
& The Darling Misfits



Andrews,
Garthwaite, & Bettles

heves a flower
for you:3)



Hello, I hope you're doing well! Times can be tough sometimes, but you can push through it. You are so loved, and you're doing great.

STAY

AWESOME 

you're DOING GREAT!!!



KEEP IT UP,
YOU'VE GOT THIS!



There are bright days ahead!!!

YOU MATTER 

YOU'RE



AMAZING!

hand-written
messages of hope
and empowerment
from a student union
in the Bay Area

El Dorado Apartments Rehabilitation

expanding capacity
optimizing livability

The El Dorado Apartments Rehabilitation Project is a major investment in the long-term stability of supportive housing in San Francisco's South of Market neighborhood. The project focuses on rehabilitating the historic El Dorado Apartments, transforming aging Single Room Occupancy housing into modern, service-ready studio homes for adults who have experienced homelessness and live with moderate to severe mental health challenges.

Throughout the year, Conard House worked in close partnership with The John Stewart Company, development partners, and public agencies to move the project through critical planning and financing milestones. This phase centered on preparing the building for comprehensive rehabilitation, including addressing long-standing water damage, improving accessibility, upgrading building systems, and increasing the number of self-contained homes to better support resident wellbeing.

The rehabilitated building offers safer, healthier homes designed to support long-term stability for residents and the surrounding community.

\$37M PROJECT

- in-unit kitchenette
- community rooms
- upgraded security and more!



62 New Homes



health & safety committee

The Health & Safety Committee strengthened emergency readiness and safety practices across all sites. Building on the 2024 foundation, the committee completed Continuity of Operations Plans (COOPs) for every program, giving each Conard House location a clear, site-specific emergency response framework. A network of Health & Safety Representatives was established across departments, supporting proactive hazard reporting and consistent safety drills.

The committee also addressed challenges in shared housing environments by reviewing resident screening and conflict-resolution protocols to support safer, more stable living spaces.

In the year ahead, the committee will expand training in first aid, de-escalation, and disaster response, while auditing and updating COOPs annually. These efforts reinforce Conard House's commitment to maintaining a prepared, resilient, and safe community.

each location has a Health & Safety representative

100% of Conard House programs now have updated COOPs in place



monthly safety inspections completed across all locations

DEIB Committee

diversity, equity, inclusion, and belonging

In 2025, the DEIB Committee didn't just talk about change, we made it happen. We amplified underrepresented voices, wove inclusion into everyday practices, and empowered staff to lead with empathy and intention. From normalizing pronoun sharing to reimagining cultural celebrations, from welcoming new perspectives to sparking bold, necessary conversations, the committee set a new standard for what belonging looks like at Conard House.



Committee Initiatives:

- All-Staff DEIB Workshops: Interactive, organization-wide trainings to deepen equity and allyship.
- Equity in Hiring: Partnering with HR to audit and evolve recruitment and promotion practices.
- Celebrate Us: Cultural storytelling, heritage events, and affinity groups to spotlight the richness of our community.
- Measure What Matters: Launching an inclusion feedback loop to track progress and stay accountable.

Conard House Community

serving a truly diverse
San Francisco

Conard House serves a diverse community, and our work is rooted in dignity and care. We welcome people from many different backgrounds and support them as they regain stability and move toward greater independence.

Our residents span ages from their early twenties to their eighties. Each person arrives with a different story, and we offer the housing and services that help them take their next steps with confidence.

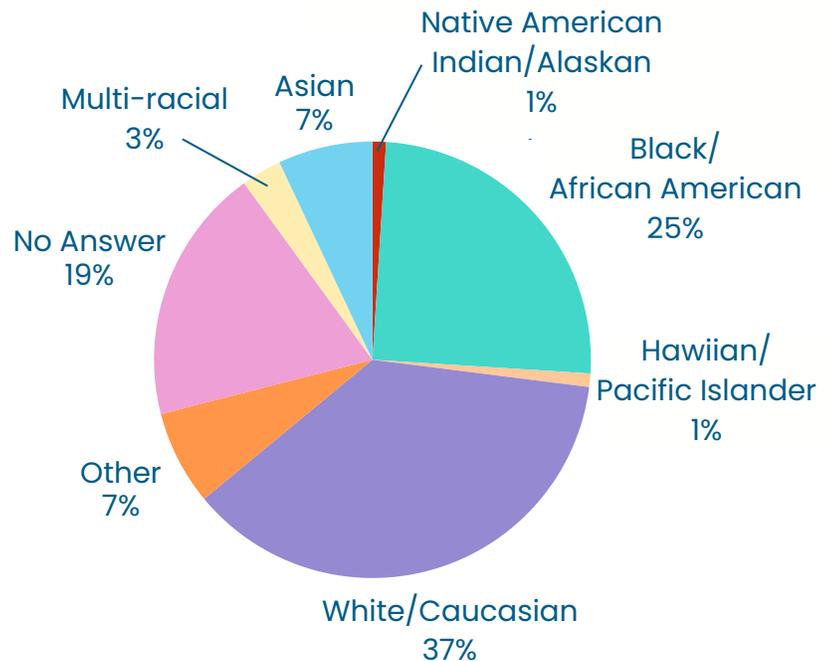


730 residents

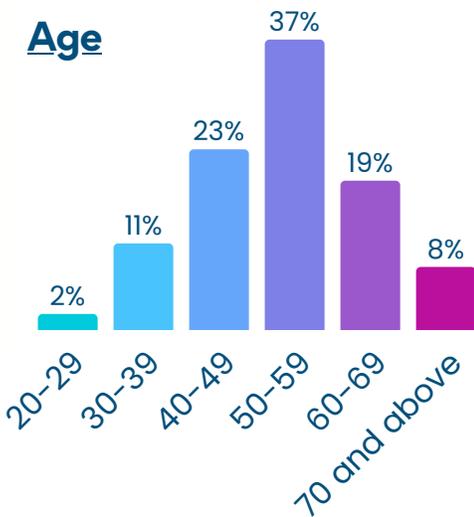


1,100 money management clients

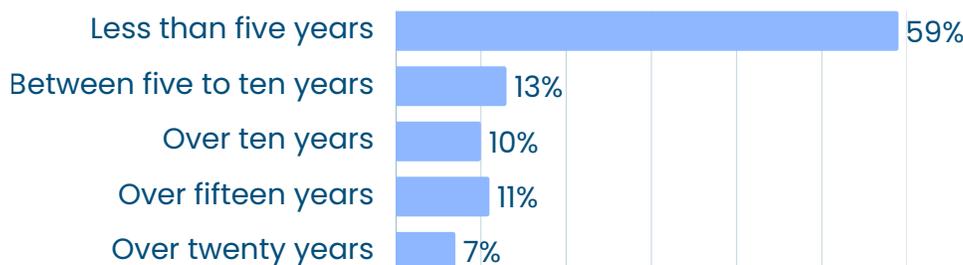
Ethnicity



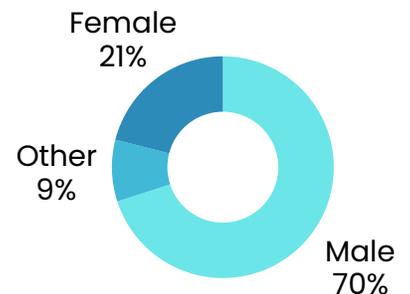
Age



Length of Stay

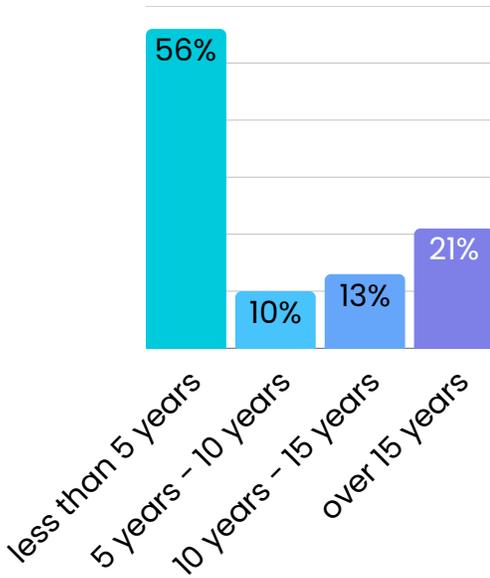


Gender

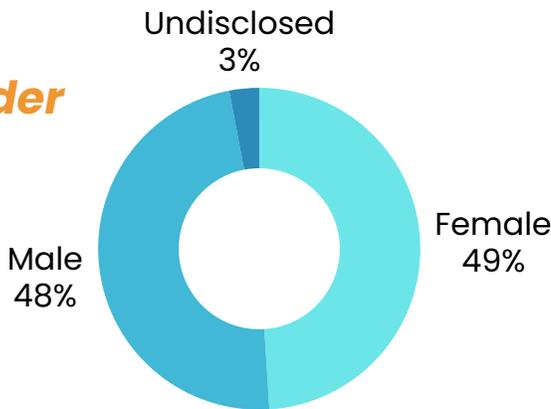


staff demographics

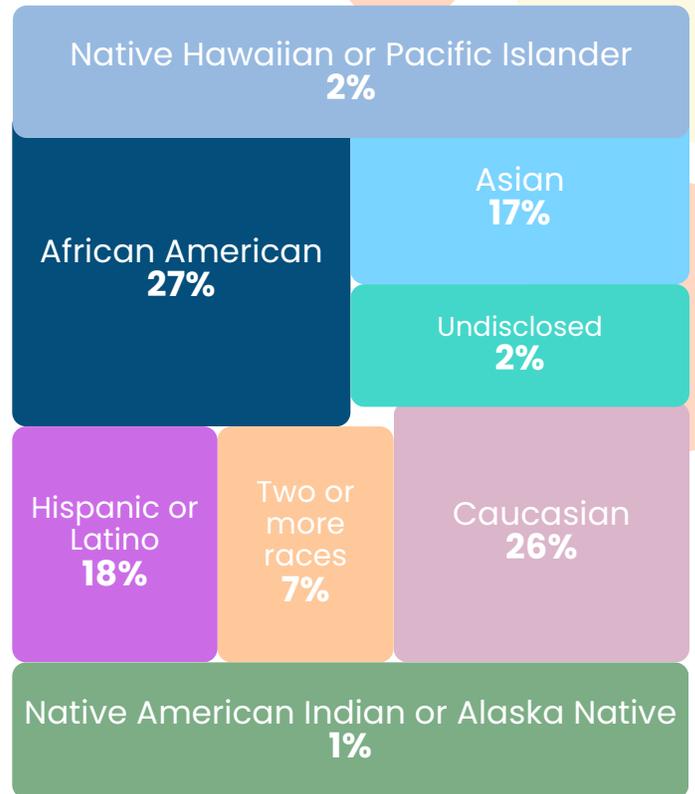
staff tenure



gender



ethnicity



I've been with Conard House for over a year and what I love most about working here is being able to support residents over the long term. Unlike my previous roles where care was short-term and focused on crises, here I get to see people grow and work toward their life goals.

My approach is very action-oriented. I try to help residents find solutions, whether that's providing resources, talking through a difficult situation, or just being a supportive listener. One of the most rewarding parts of my day is walking through the building, seeing familiar faces, and catching up on what's going on in their lives. Being able to engage with residents consistently lets me see the real difference I make and helps foster the strong sense of community at the Jordan Apartments.



Stefan
case manager



Conard House Residential 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
62 units

Shared Apartments
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

Public Funders

- San Francisco Department of Homelessness and Supportive Housing
- San Francisco Department of Public Health
- San Francisco Human Services Agency/Disability and Aging Services
- 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

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Community Living Campaign
San Francisco Foundation
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Heffernan Foundation
Starbucks Foundation
The Moca Foundation

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Morgan Stanley Gift
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REMA Restaurant
Sleep Tight
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Leadership

empowering people &
restoring hope

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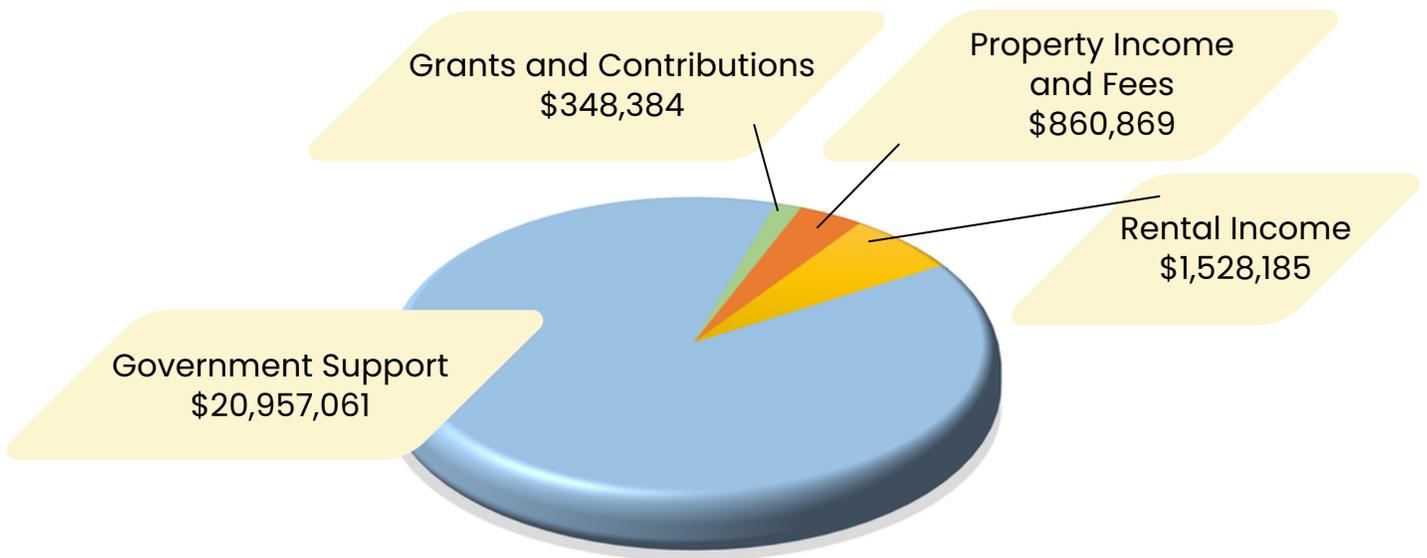
AFFILIATIONS

San Francisco Food Security Task Force
San Francisco Human Services Network
San Francisco Supportive Housing Provider Network

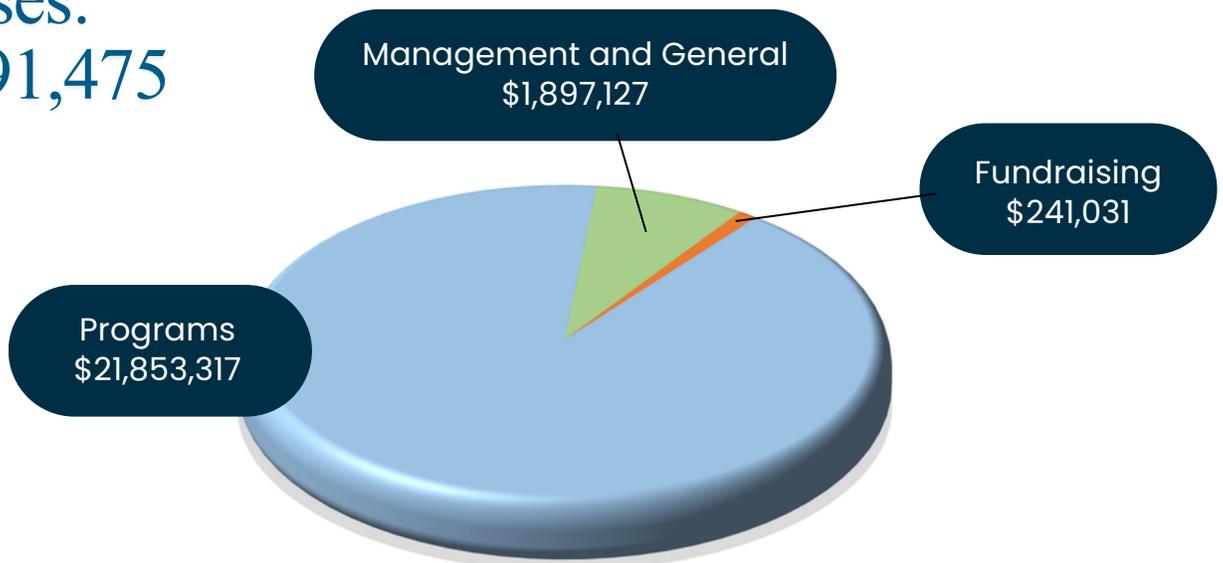


2025 Resources for Sustainable Communities

support & revenue:
\$23,694,499



expenses:
\$23,991,475



*Reported data are for the twelve months ended June 30, 2025 and are audited.



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