

Conard Bulletin

Our mission is to build welcoming communities and caring relationships that empower people and restore hope. We are a nonprofit organization that specializes in Supportive Housing and Mental Health Services in San Francisco.



Anne Quaintance
CEO/Executive Director

Welcome to Fall, the season of turning leaves, pumpkin spice, cooling temperatures and shorter days. For the Conard House community, Autumn can also be a season for a fresh start, which is exhibited in the heartening Fall 2022 Conard Bulletin, as we persevere in empowering people **and** restoring hope.

THE STATE OF FOOD SECURITY AT CONARD HOUSE

Angie Brown-Tanielian, Director of Development

One year ago, we reported a Conard House Senior Case Manager began a Food Security Project to assess Conard House residents' access to food. We are thrilled to report in this issue that two of the recommendations resulting from the study have been implemented at a Conard House Supportive Housing (SH) site.

I recently visited the SH site where services were expanded to offer the onsite Food Security Program. I had the opportunity and pleasure to speak to Janine E. and Maurice M., two SH residents, and the Associate Program Director, Susan Marick-Ker about the program, and what they shared with me was nothing short of amazing.

I had the pleasure of speaking to Janine, a resident at the site where the Food Program is in operation, and she absolutely loves the program telling me, "The program has changed my life." She loves the program so much that she said, "Don't discontinue this program – we like it!" While talking to Janine another resident Maurice, remarked, "Yes, this is a good program and helps everyone in the building." I asked Janine and Maurice how they liked the meals. Both told me the food is very good and the choices are great. Maurice likes the chicken but the beef meals are his favorite telling me, "The steak fajitas are screaming!" Janine told me that while she knows about several resources for meals



*"The program has changed my life".
Janine E., Conard House Resident*

EMPOWERING
PEOPLE
RESTORING
HOPE

The Conard Bulletin

Contributing Writers Angie Brown
Anne Quaintance

Empowering People • Restoring Hope

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VOLUNTEERISM IS CLOSING THE DIGITAL DIVIDE AT CONARD HOUSE

Angie Brown-Tanielian, Director of Development

Priyanka Karki, Conard House Volunteer Program Manager, and one of the newest additions to the Conard Community is leading the charge to close the digital divide among Conard House Supportive Housing (SH) residents by leveraging volunteerism. Priyanka joined the Conard House in May 2022, but her passion for service and the Conard Community has grown the program in ways we didn't imagine in the short time she's been on the team.

Volunteers are needed to help meet the demand for digital literacy training for the 700 Conard House SH residents. The SF Connected program, a partnership between Conard House and the City & County of San Francisco, provides digital literacy training to 80 – 100 residents monthly. Digital literacy training is usually done in group sessions but can also be one-on-one

and curriculum content can range anywhere from smartphone training to extensive training on how to use the internet.

When Priyanka began as the Volunteer Program Manager, she only had one volunteer. She set a goal to have 20 volunteers by June of 2023 and currently, she has 10! Priyanka shared with me that her volunteers range from corporate to individual and peer volunteers. Elixirr, a consulting firm, is a corporate volunteer partner providing corporate professionals who provide not only digital literacy training but also some vocational skills training – like resume writing. Priyanka also established a partnership with Google, through their *Grow with Google Program*. The Google program provides Conard House SH residents with digital training materials and *Google Applied Learning Training* – a video-based online digital skills



Priyanka Karki, Volunteer Program Manager & Rostom Zenountian, Digital Literacy Specialist

curriculum. In addition, Rostom Zenountian, the Digital Literacy Specialist for the SF Connected program, and Priyanka have been working together to organize other impactful digital training programs and provide client-centered services while ensuring collaborative engagement and participation.

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GIVING
TUESDAY

SAVE-THE-DATE
November 29, 2022



 CONARD HOUSE
EMPOWERING PEOPLE • RESTORING HOPE

www.conardhouse.org/donate-1

“THIS NEWSLETTER IS FOR THE COMMUNITY...”

CONARD HOUSE STRATEGIZES TO ADVANCE ITS MISSION INTO THE FUTURE

Angie Brown-Tanielian, Director of Development

In winter 2022, we reported Conard House assembled a Strategic Plan Task Force, comprised of staff, including the senior leadership team and members of the Board of Directors to oversee the development of a new strategic business plan. In addition, several Strategic Plan Workgroups are meeting to develop the strategies that will help Conard House advance its mission and improve its impact on the people and community it serves over the next five years. Each Strategic Plan



STRATEGIC PLAN MISSION STATEMENTS

WHAT IS THE IMPACT WE WANT TO MAKE?

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

Workgroup is tasked with Identifying strategies for the initiatives, clarifying measures of success, and determining what needs to be in place for the strategy to work. The Strategic Plan Task Force and Workgroups are thrilled

at the opportunity to further the important and valuable work and are expanding on the Conard House mission integrating the advancement of Diversity, Equity, Inclusion and Belonging in all areas of Conard House.

VOLUNTEERISM IS CLOSING THE DIGITAL DIVIDE AT CONARD HOUSE *(continued from page 2)*

One of the aspects of the volunteer program Priyanka is most proud of is the Peer Volunteer Group. Conard House peer volunteers are Conard House residents who graduated from the SF Connected Digital Literacy program. These residents mastered and enjoyed the program so much that they return to volunteer and train other residents. Priyanka shared peer volunteers have great 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 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

Looking forward, Priyanka plans to grow the SF Connected Program at Conard House by continuing to expand the volunteer pool and also by creating more training content and curriculum and making them accessible to bridge the digital divide.

“As a proud transplant to San Francisco, I have enjoyed volunteering at Conard House. This experience has offered me a unique opportunity to enrich the lives of others by helping them reach a higher level of understanding on their communication devices. This has also been fun for me as I enjoy meeting new people and making friends!”

- Conard House Peer Digital Literacy Trainer

access to important information, such as healthcare, counseling, job skills training, finances, support services, educational games and, maybe most importantly, social connections. Scientific studies have shown that social isolation can increase the chances of premature death by 30-40%*.

Priyanka comes to Conard House fresh out of college, graduating class of 2022. She completed her Bachelor’s Degree in Social & Behavioral studies with a Pre-Law minor. She was born in Nepal and has lived *in* different parts of the world, including the Middle East. She has a passion for community service and her personal volunteer service experience has helped her shape the Volunteer Program and experience at Conard House.

THE STATE OF FOOD SECURITY AT CONARD HOUSE

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available to her, from time to time she is unable to get away from the building to access those resources and the same is true for other residents in the building as well.

While speaking with Janine and Maurice I learned that each resident’s home at this SH site was furnished with a refrigerator and a microwave enabling residents to safely store and heat meals in their own homes. Ensuring all residents were outfitted with a refrigerator, microwave and basic kitchen supplies was a goal of the food security program. “The meals are so large that oftentimes I can make two meals from one.”, said Janine. For both Janine and Maurice, the ability to store food in their homes and heat or prepare it on demand has been a life-changing experience.

During my conversation with Susan, she shared with me this program has met the need of 74% of residents at her site who experience food insecurity. The kiosk service began on June 3, 2022, with the delivery of 48 meals, a combination of hot and cold meals twice a week. In a matter of 6 weeks, the delivery of meals was increased to 3 times per week for a total of 144 meals per week. Farming Hope also offers a variety of chicken, beef and vegetarian meals so orders can be customized to meet the needs of the residents. One of the things Susan appreciates about the kiosk is that because the inventory of meals is tracked, it makes it easy to understand meal preferences, virtually eliminating waste. Susan and her team learned most residents preferred hot meals over cold and the demand for vegetarian meals was low.

At Conard House, we believe that food security is a human right and that this program can potentially alleviate the chronic worry for residents and clients about where the next meal is coming from, or if it will be nourishing and safe to eat. We know and understand that every Conard House resident and client has unique dietary needs and preferences when it comes to cooking and eating. Our goal now is to expand the Food Kiosk Program to all Conard House Supportive Housing sites to support all residents in accessing and eating healthy meals in whatever way works best for them.

The original story, *Dive into Food Security*, appeared in the inaugural issue of the Conard Bulletin.






WE LAUNCHED OUR PET PILOT PROGRAM TO OFFER FREE VETERINARY CARE, PET BEHAVIOR TRAINING AND PET SUPPLIES TO OUR RESIDENTS WITH COMPANION ANIMALS

THE FOOD KIOSK PROGRAM PROVIDES 24-HOUR SELF-SERVE ACCESS TO FRESH MEALS IN A HIGH-TECH REFRIGERATOR THAT TRACKS INVENTORY



Donate to one or both of our campaigns to sustain and expand the new innovative Conard House Pet & Food Kiosk Programs!

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

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