SAMARITAN HOUSE
2018 Annual Report

Samaritan House
trans·for·ma·tion / noun: a thorough or dramatic change in form.

Samaritan House has grown over this past year, but not just in number of people served. We are actually transforming.

Where for decades we served as a major “safety net” organization, supplying the basic necessities of life for our least fortunate neighbors, we have deliberately grown into an “economic opportunity engine” for them. Once they have stabilized their economic situations, with a little coaching and some extra resources and tools offered through our Financial Empowerment Program, our clients can become truly self-sufficient.

Where we once provided only vital medical care to those without insurance, we have become a pioneer in comprehensive health services, having now opened and expanded the first two Food Pharmacies in California, added the first Medical Respite beds for the homeless in the county, at our Safe Harbor Shelter, and expanded both Dental Care and now Mental Health Care at our Free Clinics. Our Food Services Program now encompass 14 different modes of delivering “truck to table meals” to the hungry. This past year alone we provided over one million meals!

Wee Care has become a tool that schools and families rely on for teaching the value of empathy, not just for supplying thousands of items each month through our expanding Kids Closet.

Where our Safe Harbor Homeless Shelter was once considered “the housing of last resort” for our homeless community members, we now operate the Coordinated Entry System for the county as the first step toward diverting people from the streets and the shelters.

Wherever you turn, people know the work of Samaritan House because over 3,300 of your neighbors make up our workforce, volunteering to help our neighbors in need.

That kind of change qualifies as thorough and dramatic – the best kind of transformation. We’re here because of the heart of our incredible community. In particular, I’d like to thank Bill Freeman, our outgoing Board President, for his heart and leadership on the Board. We are all grateful for the years of time and effort Bill Freeman has put into Samaritan House. He lives his values and has been an inspiration for us all.

William S. Freeman
Samaritan House Board of Directors, President 2016-2018

For the past two years, I have been honored with the privilege of serving as President of the Samaritan House Board of Directors. During this time, Samaritan House has broadened the scope of its programs and dramatically increased the numbers of clients served. I am always amazed by the way Samaritan House leverages its many community partnerships to offer help with efficiency and compassion. None of this would be possible without the combined efforts of our remarkable staff, our tireless volunteers and our generous supporters. As I leave the role of President, I have a profound sense of gratitude and respect for Samaritan House, our partners and the community we serve.
CLIENTS SERVED: 14,377

Holiday Program: 18,047
Pieces of children's clothing and shoes: 48,843
Toys, coats, gifts and books

Food Program: 1,034,915
Meals to families, seniors and individuals

Volunteer Hours: 52,380
New backpacks filled with school supplies: 1,100

Nights of safe & warm sleep: 31,952
Pieces of children's clothing and shoes: 48,843
Isabella is a single mother who is pursuing higher education, and with it, a better future for herself and her six-year-old daughter. Over the past year or so, the two have been battling cyclical poverty and displacement. Samaritan House is glad to have assisted them in seeking new opportunities and stability.

Mother and daughter were initially staying with relatives in San Mateo. However, their housing arrangement was meant to be short-term and, in that time, Isabella was in a major car accident. Isabella had enrolled as a full-time student at CSU East Bay by then and was receiving financial aid and state assistance, but it wasn’t enough to meet expenses. With the added hurdle of finding herself suddenly without a car, the single mother felt lost and scared she wouldn’t be able to take care of her family.

Fortunately, Isabella reached out to Samaritan House and CES Lead Diversion Specialist Sannie Carlberg was able to get her placed on a promising waiting list with HIP housing. In the interim, and with the help of CES, Isabella was able to find temporary housing and a part-time job, as well as childcare. After a relatively short wait, an opening became available in San Carlos, at a home shared with two other single moms. Samaritan House helped Isabella with the security deposit, and she currently pays a monthly rent that is manageable.

“My daughter is now doing well and is in first grade,” Isabella reports. “I have a job, a place to stay, and I am able to continue my college education. Samaritan House and Sannie came up with the game plan. Before I met [Sannie], my only alternative would have been a shelter for me and my daughter. She was the one who urged me to ask friends for a temporary roof over our head. Sannie helped me apply for HIP housing and referred me to Calworks, which provides daycare for my daughter while I’m at school. I am trying to empower myself by getting my degree and none of this would be possible without Samaritan House and Sannie. She helped me piece together a plan to keep me and my daughter off the streets.”
Michael has made a fresh start and is turning a new chapter in his life. Now a hopeful father in his 30s, Michael got involved with drugs at an early age and lived on the streets before reaching out to local agencies for help. He and his girlfriend Janet, with whom he shares two children, both struggled with addiction. But, they also wanted a better life.

We met Michael through the CES program, as he was preparing to graduate from a residential treatment program. Janet and their two children were living at a family shelter at the time, and Michael was not eligible to move in with them. He wasn’t able to secure housing after graduation and risked relapse if he became homeless again.

That’s when our CES Lead Diversion Specialist, Sannie Carlberg, stepped in to help Michael, his girlfriend, and their two children to coordinate an immediate solution. “Through our established partnership with Serendipity Sober Living, I was able to divert Michael to a safe environment the following day. He was no longer at imminent risk of being homeless,” recalls Sannie. Serendipity Sober Living (SSL) is a residential program with outdoor common areas and was a stable place to reside for as long as Michael needed. Samaritan House also helped the family with paperwork to qualify for rental assistance.

Due to his lack of employment at the time, CES assisted Michael with his first month’s rent. Michael’s stay at SSL was brief but fruitful. With the stability and dignity afforded him by his new living situation, Michael was able to focus on finding a job, which he soon landed. The family was then able to complete the steps qualifying them for housing assistance. They have since relocated into permanent housing, in nearby Fremont, and, with Samaritan House’s help, Michael has found full-time work.

Following Michael’s triumphant transition from dependence and homelessness to sobriety and self-sufficiency, Sannie pursued and established a long-term partnership between CES and Serendipity Sober Living, a worthy agency to which we have now referred four of our clients—all of them success stories.
Molly’s Story

Living alone presents a tremendous challenge for mostly anyone in the Bay Area, but it can be especially difficult for our elder neighbors. Molly, a 64 year-old caring mother and grandmother, relies on a single, fixed income, leaving her with little or nothing left over for food and other critical necessities. Fortunately, she learned about Samaritan House and has been making good use of our regular services, particularly our Food Pantry.

Molly recently reached out to Samaritan House seeking assistance with a more immediate need – she was having car troubles. For someone in her situation, having reliable transportation is vital to accessing the continuous medical care and other life necessities that keep her safe and thriving.

Car problems, of course, bring with them a series of obstacles for those who cannot afford to fix them. Such was Molly’s case when suddenly she found herself with a transmission that needed work, a smog test to pass, and a registration that needed to be paid so that she could continue to safely and legally fulfill her errands, which include regular visits to her doctor and to our Food Pantry, as well as providing emergency transport to her two underage grandchildren.

For someone in Molly’s situation, getting a new car is simply not an option. Unable to pay for the costly mechanical work needed to pass a smog inspection and obtain an updated vehicle registration, Molly felt that she was at a dead end.

That’s when Julio, Samaritan House Case Manager, stepped in to work with Molly. In collaboration with a neighboring mechanic, Samaritan House was able to get Molly’s vehicle fixed so it could pass smog inspection.

“It was a blessing,” Molly says, stressing the importance of maintaining her independence and being able to take care of herself. “Without my car, I might not be around.”

Depression was the fourth leading cause of disability worldwide in 2000 and is projected to be the second leading cause by 2020. In the presence of other chronic illnesses, depression often makes it difficult for someone to exercise, take medications consistently and practice other means of self-care.

That is why Samaritan House’s Mental Health Program strives to support the mental and emotional wellbeing of our clients. Our comprehensive approach provides a mental health clinician in support of our patient’s overall health. Their role is to offer much-needed support to our community members living in poverty.

“Our clients have faced a lifetime of adversity in many instances, but they remain resilient despite their circumstances,” Dr. Jason Wong, Medical Director, attests. “Improving their mental health often also contributes to fewer physical symptoms and improved control of other diseases, like diabetes.”
### REVENUE

Diverse income sources strengthen our financial health

- **In-Kind Contributions:** 33%
- **Government:** 25%
- **Health Care Districts:** 8%
- **Business and Community Groups:** 4%
- **Foundations:** 10%
- **Individuals and Bequests:** 15%
- **Other:** 5%

**Total:** $13,335,783

### EXPENSES

Using in-kind goods and services allows us to make the best use of our dollars

- **Client Assistance:** 6%
- **Direct Financial Assistance:** 7%
- **Food Services:** 24%
- **Shelter Services:** 12%
- **Development and Communications:** 8%
- **Administration:** 7%
- **Coordinated Entry Services:** 6%
- **Medical and Dental Clinics:** 24%
- **Worker Resource Center:** 2%
- **Kids Closet and Holiday Assistance:** 3%

**Total:** $12,431,576

### BALANCE SHEET

**THIS YEAR** | **LAST YEAR**
---|---
**Assets** | $15,629,868 | $14,968,571
**Liabilities** | $1,184,081 | $1,426,991
**Net Assets** | $14,445,787 | $13,541,580

**RESOURCES PUT TO BEST USE:**

85% of income goes directly to programs

### VOLUNTEERS - THE CORE OF OUR COMMUNITY SUPPORT

Our dedicated professional and non-professional volunteers have provided 52,427 hours of service valued at $1,568,091

### DIRECT FINANCIAL ASSISTANCE

Samaritan House serves as the lead agency distributing homelessness prevention assistance countywide for 8 social services providers, representing unduplicated regions of San Mateo County.

540 families (1242 individuals) = $ 880,657

In addition to the Direct Financial Assistance in the expense chart, more than 260 families were provided a total of $586,389 of emergency assistance county wide through our role as the fiscal agent for the SF Chronicle’s Season of Sharing Fund.

### SUSTAINABILITY

Samaritan House fiscal policies and practices are focused on liquidity, adaptability, and durability to ensure that we are fiscally strong to serve the future needs of the community.

Charity Navigator has awarded Samaritan House its top 4 STAR rating for 10 years in a row which places Samaritan House in the top 3% of rated charities nationwide based on a series of financial and transparency indicators.

**WE ARE 67% DEPENDENT ON SUPPORT FROM THE COMMUNITY.**
Private Funding

$100K

Janice and Donald Elliott
Harbur-Johnson Charitable Trusts
Sobrato Family Foundation
Stanford Health Care
Sunlight Giving
Sutter Health/Mills-Peninsula Medical Center
The David and Lucille Packard Foundation
Victoria Earl-Mion Revocable Trust
Ronald and Ann Williams Charitable Foundation

$50K - $99.9K

Kaiser Permanente Foundation Health Plan
Consorcio and Celso Ravelo
Solid Rock Foundation
The Grove Foundation
Yahoo Employee Foundation

$25K - $49.9K

Aven Breast Cancer Crusade
Bothin Foundation
Gilead Sciences, Inc.
Carole Middleton
Onnolee and Olin Trapp
Lisa and James Whitehead
Sheila and Mark Wallson

$10K - $24.9K

The Atkinson Foundation
Bank of America Charitable Foundation, Inc.
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Blue Shield of California Foundation
Bristol-Myers Squibb Foundation
Margaret and Michael Burchell
The Carl Gellert and Celia Berta Gellert Foundation
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Cliff Robbins, GCA Law Partners
Tommy and William Crown
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Episcopal Impact Fund
Fiduciary Trust Company International
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Genentech, Inc.
The George H. Sandy Foundation
Google Matching Gifts Program
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Merrill Lynch Wealth Management
Mid-Peninsula Coalition Housing Fund
Catherine and Michael Podell
Susan and Todd Ringo
Doreen and Ravin Sinha
Stovall Family Fund
Sylvain and Marjorie Heumann Family Foundation
Alejandra Tabiero and Pablo Paniagua
Thelma Doyleger Charitable Trust
Urbanek Family Foundation
Walmart Foundation

$5K - $9.9K

David Arnott
Drs. Ann Azama and Randall Lee
Barulich Dugoni Law Group, Inc.

Private Funding

$100K+

Boston Private
Kathryn Bradford-Millian and John Milligan
Carolyn and Robert Bunje
Joan Casman and Michael Duncheon
Hardy W. Chan
Nisha and Amir Chaudry
Dignity Health Sequoia Hospital
Teresa and Bruce Downs
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Cheryl and Jeffrey Hylton
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Internal Controler
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Alma Martinez and Paul Dbybro
Laure and Laurence May
Pacific Gas & Electric Company
Mary Ann and Michael Pietro
Provident Credit Union
Colleen Rafferty
Rite Aid Foundation
Massy Safai, MD
San Mateo County Association of Realtors Foundation
San Mateo County Community College District
Lisa and Steve Shirley
The Howard and Betty White Foundation
to Celebrate Life Breast Cancer Foundation
Philip Traynor
Amy and Sean Truesdale
Visa Global

$2,500 - $4,999

Alexandria Real Estate Equities Matching Gifts
AvidBank
Jia and Richard Barton
Liza Batallones and Dr. Eric Chu
Phyllis and Scott Bedford
Bohannon Foundation
Michael Bower
Tish and Jim Busselle
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Congregational Church of Belmont
Raymond Deutsch
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Linda and Larry Dugoni
Mary and Sean Echevarria
Ellen and Robert F. Sawyer Fund
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Elisha and Robert Finney
Mary Ann and Robert Fitzgerald
Gayle Flanagan and Ken Cox
Genentech, Inc. (Matching Gifts)
Hany Ghali
Gimbel Family
Jeff Gray

Private Funding

$100K

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Doraine and Walter Heyman
Pam and Bill Hudson
Marianne Jackson
Mary Lou and William Joyner
Sarah Kelsey and William Forrest
Susan Ketcham and Anne Cassells
Julie and Steven Lamont
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San Carlos Tennis Association Inc.
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Sharon and Charles Wiemba
Elayne and Inr Weinstock
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Barbara and John Woods
Rachel and John Youmans

$1,000 - $2,499

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Lage Andersen
Apple Matching Gifts Program
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Christine L. Case
Nancy and Bart Charlow
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Neighbor Helping Neighbor

Samaritan House thanks the following individuals and organizations for their support. Gifts from the community constitute a vital resource for our programs, and we are grateful for each and every one. The following donations were received between July 1, 2017 and June 30, 2018. We are appreciative of all our donors, but we are unable to list them all due to space. For a comprehensive list of all of our generous donors, please visit our website at www.samaritanhousesanmateo.org.
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Colette Duncan
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Charles Dunn
Mary and Steven Dunn
Marissa Durazzo
Eleanor Dwyer
Holly Earlywine
Earth Craft Environmental
In Memoriam
In memory of Yolanda Aguirre-Sylvia Aguirre-Alberto and Cecilio Alberto
In memory of Mary Angelich-Norma J. Quickert
In memory of Matilde Aramendia-Patricia and Al Aramendia
In memory of James Arnold-Bill Raffin
In memory of Perry Bach-Claudia Bach
In memory of Rita Balliet-Lisa and Robert Balliet
In memory of Elizabeth Ballaton-Lisa Ballatons Chu
In memory of Hugh Batchelder-Sandra and Pat Roberts
In memory of Nicholas Baylock-Cathryn and Joseph Baylock
In memory of Virginia H. Benson-Shirley and William Anderson
In memory of Willoughby R. Bent-Lillian Bent
In memory of Pavithra Bhargava-Elizabeth Anderson-Roy Avondet
In memory of Robert Barker-Rajive Bhargava
In honor of The Huie-Nolan Family
Randell McMills
In honor of Daniel James
Susan O'Brien
In honor of Betty A. Johnson
John Eckels, MD
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Our Vision: Leading our San Mateo County Neighbors in Need out of Poverty to Hope and Opportunity

Our Mission: We mobilize the resources of our community to help those among us who are in need. Our dedicated professional staff and volunteers work together to provide food, access to shelter, healthcare, and a broad range of supportive services. We preserve dignity, promote self-sufficiency, and provide hope.