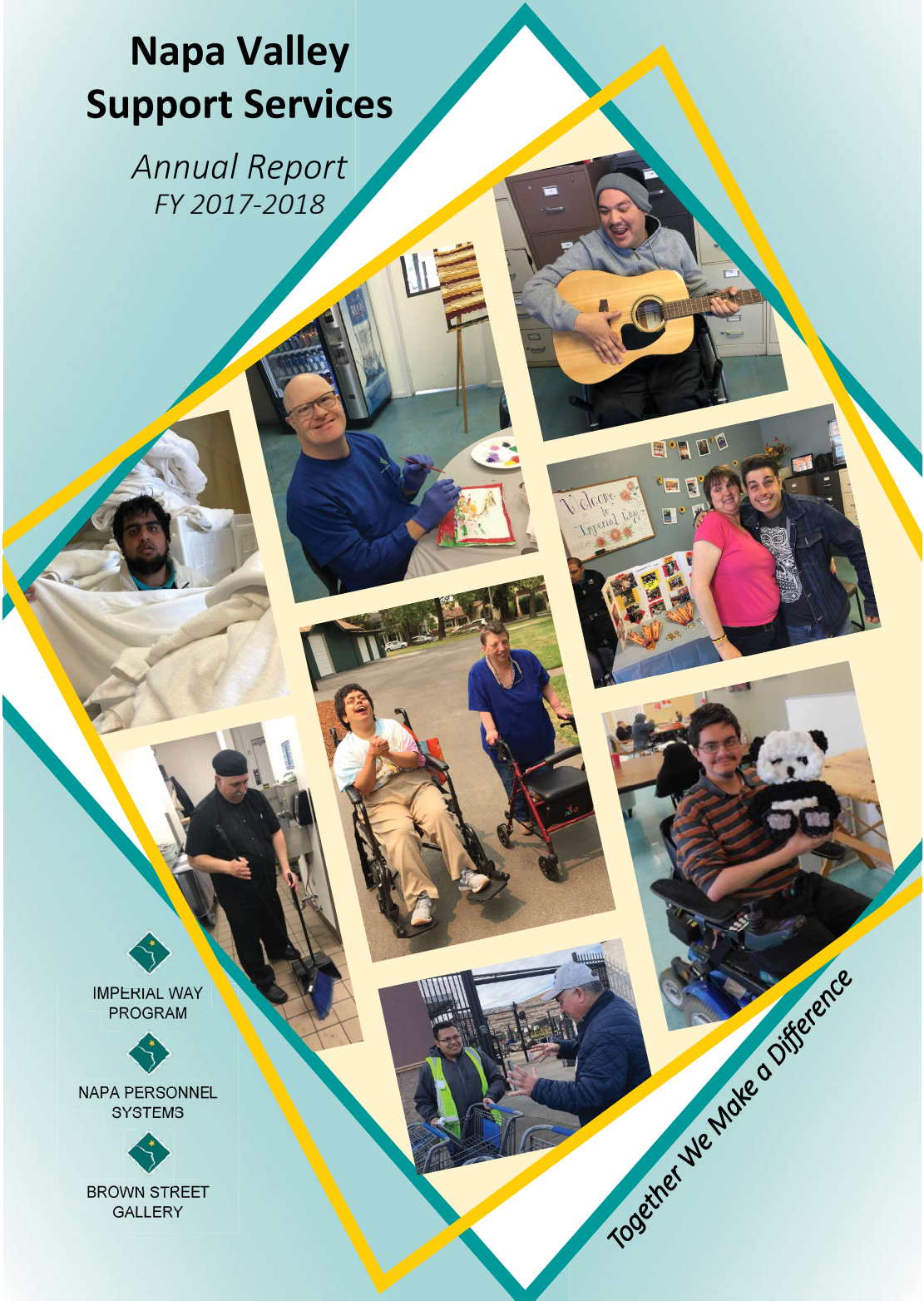


# Napa Valley Support Services

*Annual Report  
FY 2017-2018*



IMPERIAL WAY  
PROGRAM



NAPA PERSONNEL  
SYSTEMS



BROWN STREET  
GALLERY

*Together We Make a Difference*

## Executive Director Message

### *Together We Make a Difference*

The only thing constant is change, and NVSS embraces this great quote by Greek philosopher Heraclitus by ensuring continuous quality improvement as a part of our vision. This year Napa Valley Support Services (NVSS) was awarded a grant from the Department of Developmental Services (DDS) to assist NVSS in our transition to meet Federal regulations for Home and Community Based Services (HCBS). We are proud to include individuals supported by NVSS in this transition to person centered services by hiring them as change consultants. Some requests we have already heard from individuals we support include more community engagement and employment opportunities. Our staff is working hard to develop opportunities based around this feedback, including finding community classes, memberships to service/social clubs, and customized employment. NVSS also received funding through the grant to purchase two vehicles to provide transportation to employment, volunteer, and community engagement opportunities.

We continue our commitment to the philosophy of Person Centered Thinking® (PCT) as developed by the Learning Community by creating opportunities and community connections for individuals to live the autonomous lives chosen for themselves. Through the grant provided by the DDS, NVSS staff are working towards becoming Person Centered Thinking Trainers ©. This designation is an internationally recognized level of achievement within the International Learning Community for Person Centered Practices.

NVSS believes that every individual has something to offer, and that every person's time is valuable. It is because of this belief that we are proud to announce that in December of 2017, we relinquished our Subminimum Wage certificate. This, means that every person within NVSS makes at least minimum wage, regardless of disability. We would like to take this opportunity to thank the employers of the Napa Valley for all of their support in this change. We encourage everyone to please support these establishments (see page 5).

We would also like to thank those who participated in the 2017 Satisfaction Survey for their responses. We heard you loud and clear. Through your feedback and other factors, we determined that NVSS was struggling to meet our mission. Individuals and families were frustrated with high staff turnover, and many individuals were left on the referral list for services for long periods of time.

This was due to the inability to attract and retain qualified staff. In November 2017, NVSS took a bold step forward, and raised the hourly wage of all of the Direct Service Staff to \$15.00 an hour. This step has made a significant impact on the services we provide. Since making this decision, NVSS has been able to attract and retain qualified staff and accept individuals on the referral list, and we still have the capacity to provide more services! Unfortunately, this was an unfunded commitment. NVSS and the community that supports us will need to be creative identifying the funding necessary to continue to provide quality services.

This upcoming year, NVSS will not host an annual fundraiser. We would like to thank all of those who have attended past events for making them the successes that they were. We will be developing other opportunities allowing you to partner with us to make a difference in the lives of individuals with disabilities. Please stay tuned to our social media and other mailings for more information on ways you can make a difference. If you are interested in participating in the planning of these partnering opportunities please contact me to join the NVSS Resource Generation Committee. As always, you can also have your donations directed to an area of your choosing using the donation form enclosed in this report. Thank you for continued support, together we make a difference!

Sincerely,  
 Beth Kahiga, MRA  
 Executive Director  
 707.253.7490  
 Beth@NapaValleySupportServices.org

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*Please visit our website for Financial Information. From the homepage click on the About tab, then NVSS Financials.*

*Also visit our website for our Strategic Plan and other information about Napa Valley Support Services.*

[www.NapaValleySupportServices.org](http://www.NapaValleySupportServices.org)

# Many Thanks to All of Our Donors

Fiscal Year 2017 - 2018

## Individuals

Adam & Cieara Stanley  
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Tom Collins  
Tracie Miller  
Wayne Gilbert  
Wayne Miller  
Webb Parker  
Wendi Ottoson  
Whitney Dominguez  
William & Katherine Girsch

## Businesses, Foundations & Organizations

Accolade Wine  
Allen, Shea, and Associates  
Alpha Omega  
Alternative Telecom Solutions  
Arthur Croquette Foundation  
c/o Kim Brown  
Artifax - Art to Wear  
AT&T

Awaken Massage and Spa	Jones & Perry Inc.	Scott Lyall Clothes for Men
Basque Boulangerie Cafe	Judd's Winery	Senior Helpers
Bear Moon Clothing	Kitchen Door	Simplicity by I-Elle
Benessere Vineyards	Ladera Vineyards	Small World Cafe
Black Bear Diner, Inc.	Laird Family Estate	Sonoma Valley Museum of Art
Black Stallion Estate Winery	Long Meadow Ranch	Sportabout
Blush Day Spa	Markham Vineyards	St. Mary's Guild
Boardgarden	Mary's Pizza Shack	Starbucks
Bossa Nova Fashion Concepts	May and Associates	Sweet Scoops Homemade Ice Cream
Cakebread	Meadowood Napa Valley	Target
Calistoga Motor Lodge and Spa	Naked Wines	Taylor Family Vineyards
Ceja Vineyards	Napa Valley Welcome Club	Terra Firma Gallery
Chardonnay Golf Club	Napa Valley Wine Train	The Beaded Nomad
Cole's Chop House	Napkins	The Corner Store
CoreMark Insurance Services	New York Pizza Kitchen	The Culinary Institute of America
Crane Family Vineyards	NonProfit Unemployment Fund Services	The Estate of Peggy Hamilton
di Rosa	Oakville Ranch	The Goldberg Family Trust
Domaine Carneros	Oregon Shakespeare Festival	The Meritage Resort
Don Perico	Overland Sheepskin	Tiddle E. Winks
Encore Glass	Papa Joe's Pizza	Top That Yogurt
Etude Wines	Paradigm	Truist
Facebook	Peju Winery	Turley Wine Cellars
Graces Table	Perle	Tweed Hut
Gray Line San Francisco	Pestoni Family Estate	UBS Compass Financial Group
Guittard Chocolate Company	Winery	United Parcel Service
Hen House Salon	Platypus Wine Tours	Viader Vineyards & Winery
Hog Island Oyster CO, INC.	Plough Family Vineyards	Villa Corona
Honig Vineyard & Winery	Red Hen Cantina	William Hill Estate Winery
Hop Creek Pub	Red Rock Cafe	Windermere Napa Valley
Ilsley Vineyards	Ristorante Allegria	YoBelle
J. James	River Terrace Inn	ZD Wines
Jarvis Conservatory	Sal the Flower Guy	Zuzu Tapas
Johns Crazy Socks	Schramsberg Vineyards	

### Want to make a donation to Napa Valley Support Services?

It's easy! Mail in the donation form on the last page with your gift, or log onto [www.NapaValleySupportServices.org/Donations-Funding](http://www.NapaValleySupportServices.org/Donations-Funding).

### Want to Learn More about NVSS?

Are you interested in making a difference and you want to learn more about NVSS? Please contact Beth Kahiga to schedule a tour.  
Beth@napavalleysupportservices.org | 707.253.7490

## Please Support Employers who Support Individuals with Disabilities

### Crew Job Sites

American Red Cross – St. Helena  
Andrews & Thornley Construction, Inc.  
AT&T  
Bayberry, Inc.  
Disability Services & Legal Center  
City of American Canyon Corporation Yard  
Creating Behavioral & Educational Momentum Office  
Devlin Road Transfer Station  
Gallagher & Miersch, Inc.  
Napa Parks & Recreation  
Napa Recycling & Waste Services

Napa Sanitation District  
Napa Valley College  
North Bay Regional Center  
Open Space District  
Parents Can Office  
Robert Louis Stevenson Plaza  
U.S. Wine Transport  
Vintage Estates  
Villagio Inn & Spa  
Vintage Inn  
White Rock Vineyards  
Housekeeping Sites (8)  
Yard Maintenance Sites (32)

### Individual's Job Sites

A & B Market  
Aegis Assisted Living  
Applebee's  
Archer Hotel Napa  
Auberge du Soleil  
Brookdale Senior Living - Sonoma  
Calistoga Ranch  
Cameo Cinema Theatre  
Century Napa Valley Theater  
Carl's Jr.  
Chartwell Staffing Solutions  
Circle K  
Community Connections  
CVS  
David Grant USAF Medical Center  
Disability Services and Legal Center  
Dog World  
Exertec  
Evans Transportation  
Family Drug  
Frank's Janitorial Services  
Frida's Mexican Grill  
Food Shed Pizza & Pasta  
Goodwill Industries (Redwood Empire)  
Home Depot  
Hudson Insurance  
Napa County IHSS  
Kohl's  
Lucky's Supermarket (2)  
Marshalls  
McDonalds (Sonoma Blvd. Vallejo)  
Michaels

Napa Premium Outlets  
Napa River Inn  
Napa Valley Fair Housing  
Napa Valley College  
Napa Valley Wine Train  
Nelson Staffing  
Nob Hill Foods  
Parents Can  
Raley's Supermarket  
Raymond Vineyards  
Orchard Supply Hardware  
Pride Industries  
Safeway Stores (Napa & American Canyon)  
Silverado Veterinary Hospital  
Six Flags Discovery Kingdom  
Solage Hotel & Resort  
St. Helena Hospital  
Sunshine Foods  
Taco Bell (2)  
Target Store (North & South)  
The Meritage Resort & Spa  
Syr Industries  
Uber, Inc  
Uptown Theater  
Vallerga's Market  
Vintage Estates  
Vista Collina Resort  
Wedgewood Napa Valley  
Walgreens  
Walmart (Napa & American Canyon)  
Whole Foods Market

NPS Effectiveness, Efficiency, & Satisfaction	Figures shown are percentages					
	7/17 to 12/17	1/17 to 6/17	7/16 to 12/16	1/16 to 6/16	7/15 to 12/15	1/15 to 6/15
<b>Supported Employment</b>						
<b>Effectiveness Goal:</b>						
50% of individuals will be placed within 90 business days.	60	100	57	75	75	75
75% of individuals placed will be placed within 120 business days.	80	100	71	88	75	75
100% of individuals will be placed within 180 business days.	90	100	86	88	100	100
<b>Efficiency Goal:</b>						
95% of individuals are contacted within 5 business days of referral.	100	100	100	100	100	100
95% of individuals will have weekly contact.	100	100	100	100	100	100
<b>Satisfaction Goal:</b>						
95% of individuals placed express overall job satisfaction.	100	100	94	100	92	92
90% of individuals are satisfied with the hours they are working.	100	100	86	100	100	100
95% of individuals are satisfied with NPS support.	100	100	94	100	96	96
<b>Employment Services</b>						
<b>Effectiveness Goal:</b>						
50% of individuals will be placed within 90 business days.	79	82	82	60	82	50
75% of individuals will be placed within 120 business days.	84	91	94	90	86	57
100% of individuals will be placed within 180 business days.	89	100	94	90	100	79
<b>Efficiency Goal:</b>						
NPS will contact a minimum of 95% of individuals referred within 5 days of referral.	100	100	100	100	100	100
NPS will maintain weekly contact with a minimum of 95% of individuals on referral list.	100	100	100	100	100	100
<b>Satisfaction Goal:</b>						
95% of individuals are satisfied with NPS support.	100	100	100	100	100	96
95% of individuals feel they have enough contact.	100	100	100	100	100	92

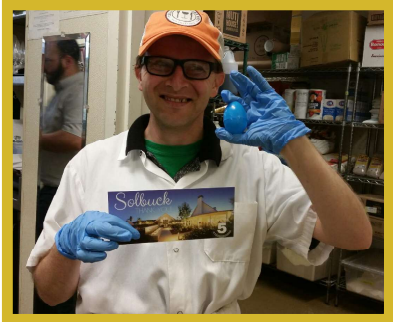


Personnel Systems (NPS) has seen some dramatic changes over the last year. In late 2017, NPS received a notice of layoff from one of its large group jobsite contacts. Since then, NPS staff has worked tirelessly to develop new job sites and place the individuals that worked at that site into new

jobs. The abrupt change has brought some pleasant surprises. With the loss of that contract, NPS has been able to focus on creating jobs for individual placements rather than jobs for group placements. In fact, individual placements have risen 44% since August 2017! We want to thank all of the Napa Employers, both old and new, who have partnered with us and embraced individuals with disabilities and Napa Personnel Systems.

### Meet Jason

With the help of NPS, Jason was hired as a cafeteria attendant at Solage Resort in Calistoga after he was laid off from his group placement in late 2017. Jason has quickly become a well-loved team member, and has been nominated for Employee of the Month nearly every month since his start date!



### Meet Luis

Luis has been receiving services from NVSS for many years. He started at the Imperial Way (IW) day program working on the Yard Crew part time, but in early 2017 transferred to NPS. With the assistance of NPS staff, Luis was hired as an individual placement! He is now employed by Simon Malls performing janitorial work at the Napa Outlets with the assistance of his Job Coach. Luis often brags to his Employment Specialist, Arty Reyes, how much he loves his job, hours, and supervisor, and how happy he is overall to have his job. He says that he loves the customer service aspect of his position and hopes to gain more hours in the future.



## Meet Mario

Mario began working with NPS staff in early 2017. Though Mario is a quiet person, he has been described as a focused worker who always has a smile on his face. Following an assessment at Walmart as a parking lot attendant, Mario got his big break. In October 2017 he was hired on as the Groundskeeper for Calistoga Ranch where he keeps the property spic and span, performing yard maintenance, litter abatement, cobweb cleanup, and more. Mario is so good at his job, that even during economic hardships his employer continued to keep him onboard. With the help of his Job Coach, Mario is working on opening up and communicating more with his coworkers.



## Meet Anna

If you've been to Whole Foods in Napa, then you've probably met Anna. Anna has been employed as Whole Foods only courtesy clerk, a position they created especially for her, since its opening in 2007. In her position, Anna provides customer service, bags groceries, cleans the front of house dining area, and performs other duties as needed with the assistance of her Job Coach. Anna has been receiving services from NPS since 1999, and is well known for being active in her community, including competing in the Special Olympics.



## Meet Ramsay

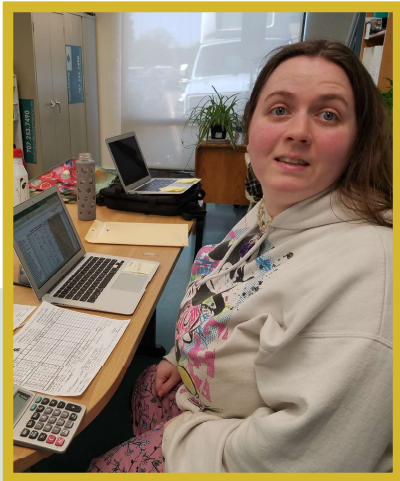
Ramsay has been with NPS since early 2008. After transferring from another day program, Ramsay landed his first job as an Assembly Worker. With the support of his NPS staff, Ramsay now finds himself a part of the Robert Louis Stevenson Plaza Day Porter crew, working alongside two other individuals NPS supports cleaning numerous offices, restrooms, and outdoor spaces on the property. Ramsay is well known to all of the offices in the building and is regarded as a very friendly and social person. With the help of his Job Coach, Ramsay is building stronger skills for balancing socializing and working at the same time.





Imperial Way (IW) has fully embraced Person Centered Thinking™. This year, IW introduced a new class schedule. Individuals supported by IW teamed up with staff and came up with a list of class subjects they were interested in learning about for the year. Each class lasts for three to six months, and

include a wide variety of curriculum. Some of the most popular classes this year included art, personal relationships, music, newsletter, computer technology, walking, gardening, dancing, and nutrition. With the help of individuals and staff IW hosted its first annual Open House, where the Napa Community was invited to tour the program. Attendees were able to talk with individuals and get firsthand information about the various classes and services provided by IW and NVSS. We encourage everyone to follow us on Facebook to receive up to date information on current classes, successes, and upcoming events!



### Meet Dana

Dana has been a part of NVSS for 3 years. In the past, she has been very reserved and preferred to stay at the IW office during the day. With the introduction of the new class schedule, Dana has gotten more adventurous and goes out into the community almost every day. She enjoys participating in the gardening class, and community outings like going to the movies and shopping. She now goes out of her way to socialize with her peers at program, and has expressed that she is happy to be more involved now.

### Meet Susie

In early 2017, individuals at Imperial Way expressed their desire for a structured art class. Through their feedback, the IW Art class was born! Susie tends to be reluctant to participate in classes, but enjoys the IW Art class and its instructor, Mary. She attends the class regularly, and participates in the many multimedia projects that Mary teaches. Many of the classes' projects go to the Napa Farmers Market to be sold, where the artists earn commission on each of their projects. Susie and others often express pride in their work and their sales.



## Meet Roy

Roy is a proud member of the newly formed IW Events Committee. Comprised of individuals supported by NVSS, the Events Committee organizes and hosts parties, social events, program meetings and more throughout the year. This year, Roy and the committee planned the first annual IW Luau, which was met with great enthusiasm by everyone at program.



## Meet Jody

Jody is an active member of the IW Listen, Educate, Advocate, Determination (LEAD) Committee. Jody is a strong advocate for himself and his peers. He uses this strength to make an impact in his community by participating in rallies at the capitol advocating for rate increases for programs like NVSS as often as he can. Over the 23 years that he has been a part of NVSS, Jody has made some very influential connections, including meeting with Senator Dodd and advocating for rights of individuals with disabilities alongside other IW LEAD Committee members. Jody says that he really enjoys his visits with Senator Dodd and looks forward to future visits where they discuss the horizons for our community.



## Meet Daniel, Jesus, & Randy

Daniel, Jesus, and Randy are a part of the thriving IW workforce. They are a part of the AT&T crew, which provides litter abatement services. Over the past year, IW individuals and staff have worked hard to build a stellar reputation and hardworking crews that provide litter abatement, yard maintenance, and housekeeping services. With the relinquishment of NVSS's sub-minimum wage certificate in 2017, everyone working within NVSS now earns at least minimum wage! Thanks to the support of the Napa Business Community, IW was able to raise the hourly cost of job contracts to support this wage increase. Daniel, Jesus, and Randy, alongside all others are thrilled to have their work valued and the opportunity to earn a paycheck.





In 2018, the Brown Street Gallery (BSG) underwent a transformation and opened its doors as the Brown Street Gallery Boutique. Sporting new bright pink walls, the gallery space now boasts a wide array of arts and crafts for sale. This change came as the Artists of the Brown Street

Gallery began creating more small and seasonal crafts and needed more space to display them. BSG artists are able to earn a commission through the art that they sell to the Napa community. We encourage you to visit the Boutique Monday through Friday and browse all of the unique arts and crafts our artists have for sale.



## Meet Steven

Artist Steven has become a jack of all trades. Steven has created many artworks this year, including pumpkins, birdhouses, and wind chimes made from upcycled kitchenware. His creations have become increasingly popular, and sell regularly both within the boutique and at the Napa Farmers Market. Through his art sales, Steven has earned a commission every month this year! Of all the things he creates, he says his favorites to make are birdhouses and seasonal pumpkins.

## Meet Xenia

Artist Xenia is new to the Brown Street Gallery. Xenia transferred from NVSS's Imperial Way day program because she was interested in a more art focused program. She loves BSG so much that she now attends program five days a week. Xenia did not participate in the Napa community very often, but with the help of BSG staff she has found that she loves volunteering with Community Resources for Children, cleaning the toys for 2 hours a day. When she is not volunteering in the community, Xenia enjoys knitting at the gallery, making colorful scarves.





## Meet Amber

Artist Amber has found a new love of needlework through the Brown Street Gallery. She loves to attend the Textile class with her instructor Diane at the Brown Street Gallery. She is working hard at learning different stitches and sewing needle safety.

## Meet Heather

Artist Heather was able to meet with Senator Dodd and his staff when they visited the Brown Street Gallery in June 2018 for a tour. He purchased one of her artworks while he was there. As Senator Dodd was leaving, Heather's father arrived to pick her up. Heather was bursting with pride and excitement as she introduced the Senator to her father and proudly proclaimed that he had purchased one of her artworks.



## Meet Rubin

Artist Rubin joined the Brown Street Gallery in late 2017. When he first joined the program, he didn't participate much and found himself being rather shy. After settling in Rubin has grown a love of crafting and regularly earns a commission through his craft sales.

## Meet Sal

Artist Sal has been with the Brown Street Gallery since 2006. Sal is known for his whimsical painting and drawing styles. His work often contains people he knows and animals. Sal made a big splash this year with his succulent chair, which sold at the boutique for \$150. Currently, Sal is exploring creating glitzy jewelry.



## Make a Donation to Napa Valley Support Services Today!

### How does your donation help Napa Valley Support Services and the individuals we support?

Your donation is used every day to further the Napa Valley Support Services mission of providing Person Centered services to help individuals with disabilities live their life in a meaningful and fulfilling way. It funds ever expanding educational services and classes for individuals with a variety of disabilities, including art, music, healthy habits, gardening, healthy relationships, technology, yoga, and so much more!



Your donations also help fund providing the support necessary to help someone with a disability find and keep a job. Whether someone has mental health issues, a physical disability, or an intellectual disability, Napa Valley Support Services provides all the necessary assistance to find, get, and keep a job in their community.

### Become a NVSS Sponsor

Napa Valley Support Services Community Partners Program is designed for Napa corporations and small businesses who want to make a significant and visible contribution to our local community through supporting our programs for adults with disabilities. Sponsorship has included; special events, exhibitions, receptions, a wellness garden, and field trips.

If you're interested in being a sponsor, please call the Executive Director Beth Kahiga at 707.253.7490 or email her at [Beth@NapaValleySupportServices.org](mailto:Beth@NapaValleySupportServices.org).

### Does your Employer have a Matching Gift Program?

Many people double the impact of their contributions by participating in their employers' Matching Gift program. You can find out more about your companies program by contacting your Human Resources Department.



## Together We Make A Difference

I support adults with disabilities through Napa Valley Support Services!  
Please accept the following contribution to be directed to:

- Napa Valley Support Services to use as they see fit
- Employment Support
- Community Engagement
- Academics
- Creative Arts
- Wellness
- Advocacy
- Other: \_\_\_\_\_

Make this an In Memory Of donation:

In Memory of:

\_\_\_\_\_

Make this an In Honor Of donation:

In Honor of: \_\_\_\_\_

Donor Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

Enclosed is my donation for:

- \$25
- \$50
- \$100
- \$250
- \$500
- Other: \_\_\_\_\_

Check Number: \_\_\_\_\_

To donate with your credit card, please visit  
[www.NapaValleySupportServices.org/Donations-Funding](http://www.NapaValleySupportServices.org/Donations-Funding)



**Napa Valley Support Services**  
1700 Second Street, Suite 212  
Napa, California 94559  
T: 707.253.7490 | F: 707.253.8303  
[www.NapaValleySupportServices.org](http://www.NapaValleySupportServices.org)

Raise money for NVSS just by searching  
the web and shopping online.



### Mission

Napa Valley Support Services supports quality of life for individuals with disabilities through a person centered approach to self discovery, community engagement, employment, and education.

### Vision

Individuals with disabilities are valued and feel valued by society.

### Values

We Believe ....

All individuals have something to offer  
Everyone's time and input are valuable

We believe in....

A collaborative approach to solutions  
Innovation and creativity  
Continuous quality improvement  
Respecting different communication styles  
Prioritizing understanding before action