

Together We Make A Difference



# Napa Valley Support Services

The proud parent organization of



BROWN  
STREET  
GALLERY



IMPERIAL  
WAY  
PROGRAM



NAPA  
PERSONNEL  
SYSTEMS



ANNUAL REPORT **2011**

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## Businesses, Foundations & Organizations

Alexis Baking Company  
About Face  
Arbor Guest House  
Audi Sportscar Experience  
August Briggs Winery  
Barnett Vineyards  
Cakebread Cellars  
CAR-Napa Valley  
Casa Piena Winery  
Ceja Vineyards  
Celadon  
Clemente's at Val's Liquors  
Compadres Rio Grille  
Culinary Institute of America  
Dean & Deluca  
Dickenson, Peatman & Fogarty  
Downtown Joe's  
The Elkins Family Foundation  
Eric Ewig Physical Therapy  
Etude Wines  
Exertec Fitness Center  
Far Niente  
Fumé Bistro & Bar  
Gamble Family Vineyards  
Gillwoods Café  
Greenhaus European Day Spa  
Grgich Hills Estate  
Gustavo Thrace Winery  
Heartfire  
Helen Lyall Clothes for Women  
Holistic Hands by Keene  
Hollywood and Vine Cellars  
Homewood Winery  
Honig Vineyard & Winery  
Ilsley Vineyards  
Java Art  
Judd's Hill  
Julie Crawford Design  
Julie's Nail Nook & Co.  
Karl Lawrence Cellars  
The Knights of Columbus  
Kohl's  
Lang & Reed Wine Co  
Lixit Animal Care Products  
Louis M. Martini Winery  
MacKenzie Muller Vineyards & Winery  
MacRostie Winery & Vineyards  
Marin Cheese Co.  
Meadwood Napa Valley  
Mumm Napa  
The Mustard Seed Clothing Co.  
Napa Valley Car Wash  
Napa Valley Lodge  
Napa Valley Opera House  
Napa Valley Welcome Club  
National Certified, Inc.  
Oakville Ranch Vineyards  
Oberschulte Mountain Wines  
O'Shaughnessy Winery  
Paradigm Winery  
Patz & Hall Wine Co.  
Payroll Masters  
Pearl Restaurant  
Perry & Company  
Piña Napa Valley  
Press St. Helena  
Radiant Light Productions  
Rancho Gordo  
Kent Rasmussen Winery  
Ravenswood Winery  
RBC Capital Markets Corp.  
RBC Wealth Management  
Regusci Winery  
Renteria Wines  
Reynolds Family Winery  
Ristorante Allegria  
Robert Craig Winery  
Saintsbury Vineyard  
Santa Rosa BMW  
Sawyer Cellars  
Scott Lyall Clothes for Men  
Shafer Vineyards  
Sherri Gallagher Beadwork  
Silverado Brewing Company  
Silverado Resort & Spa  
Spottswoode Estate Vineyard & Winery  
St. Helena Wine Center  
St. Mary's Guild  
Stanton Vineyards  
Synergy: A Medical Fitness Center  
The Tecumseh Foundation  
Trefethen Family Vineyards  
Trinchero Family Estates  
Tulocay and Company LLC  
UBS  
Unitarian Universalist Fellowship of the North Bay  
Vallerga's Market  
Van Der Heyden Vineyards  
Viader Vineyards & Winery  
Villa Corona Cocina Mexicana  
Villagio Inn & Spa  
The Vintage Estate  
White Rock Vineyards  
ZD Wines, LLC  
ZuZu Tapas & Paella

# Letter from the Executive Director

Dear Supporters,

As we continue to navigate challenging times I am always amazed at the people who step up to become our partners and enable us to continue and further our mission. These people continue to make generous donations, volunteer on our board, work on agency committees and volunteer at fundraising events. A very special thank you to all of these fabulous people.

Napa Valley Support Services (along with all our partners) continues to support individuals with disabilities with their goals through a variety of employment options. We would like to thank the Napa Business Community for their continued support of individuals with disabilities (please see our list of employers). We would also like to thank the many artists and volunteers that continue to support our Brown Street Gallery through their tireless work to ensure our receptions are alive and well.

This year we continue to experience unprecedented funding cuts making our jobs that much harder and pushing our organization to do more and more with less and less. Thankfully we have a wonderful staff who continue to take on these challenges and ensure clients needs are met everyday. This year we were again accredited by CARF International for a period of three years in the following Employment Services: Community Employment Services, which includes Job Development, Job Supports, Job-Site Training; Employee Development Services (Work Adjustment) and Employment Planning Services (Situational Assessment). We are also proud to be accredited in Governance which shows our Board's commitment to excellent leadership.

Please join us for our annual fundraiser "Together We Can Make A Difference". You can find pictures from this year's fundraiser and information about our 2012 fundraiser on our website at: [www.napavalley-supportservices.org](http://www.napavalley-supportservices.org).

As always, if you are interested in donating, volunteering or just want to share your ideas please feel to contact me.

Sincerely,

**Beth Kahiga, MRA**  
Executive Director

707.253.7490

[Beth@NapaValleySupportServices.org](mailto:Beth@NapaValleySupportServices.org)

## NVSS Financial Highlights - Year Ended June 30, 2011

Board of Directors	
President	Peggy Hamilton
Vice President	Walter Hampe
Secretary & Treasurer	John Shea
Director	Margaret Boitano
Director	Alex Reyes
Director	Stephen Bakalyar
Director	Robert Nations
Director	Joan Harrison Cohn
Director	Ray Sercu
Director	Kim McPherson
Director	Monty Reedy

	6/30/10	6/30/11	INC (DEC)
<b>REVENUE</b>			
Contracts and Grants	3,123,251	3,183,302	60,051
Interest & Dividend Income	11,496	15,972	4,476
Realized/Unrealized Gains (Losses) on Investments	43,329	70,300	26,971
Fundraising	54,602	74,836	20,234
Contributions	95,957	59,737	(36,220)
Other	25,237	48,113	22,876
<b>Total Revenue</b>	<b>3,353,872</b>	<b>3,452,260</b>	<b>98,388</b>
<b>EXPENSES</b>			
Program Services Expenses	2,841,713	2,879,078	37,365
Supporting Services Expenses	396,599	392,601	(3,998)
<b>Total Expenses</b>	<b>3,133,430</b>	<b>3,238,312</b>	<b>104,882</b>
<b>INC (DEC) IN NET ASSETS</b>	<b>115,560</b>	<b>180,581</b>	<b>65,021</b>
<b>DEVELOPMENT FUND</b>	<b>437,050</b>	<b>557,094</b>	<b>120,044</b>
<b>CASH &amp; SECURITIES - General Fund</b>	<b>669,801</b>	<b>766,573</b>	<b>96,772</b>
<b>Working Capital - Current Assets Less Current Liabilities</b>	<b>1,215,125</b>	<b>1,609,235</b>	<b>394,110</b>

For more information about Napa Valley Support Services and to view and give feedback on our strategic plan please visit our website at: [www.NapaValleySupportServices.org](http://www.NapaValleySupportServices.org)



IMPERIAL  
WAY  
PROGRAM

# *Helping people with developmental disabilities and the Napa community grow together*

This year we identified an opportunity to add a renewed focus and provide additional support to individuals needing assistance with socially acceptable behavior. These behaviors may be due to an inability to identify social behaviors or because there may be needs in their lives that are not being met. It is also possible that we do not fully understand how these individuals communicate. Imperial Way has been responding to these needs and will soon focus more by adding a behavior component to its already wide array of services.

This past year an amazing artist from the Imperial Way Program, Joe Shea, had his first art reception at Napa Valley Support Services (NVSS), Brown Street Gallery. Every piece of Joe's art features various types and grinds of coffee as the art medium. The reason for this is simply



because Joe loves coffee and his creations all smell like fresh roasted coffee and have amazing texture to them. You can check out Joe's web site at: [joeshea-javaart.com](http://joeshea-javaart.com).

The Imperial Way Yard Crew is busier than ever these days. We now have over 40 customers and are kicking around the idea of starting another yard crew in the future. Everyone on the crew is skilled at what they do, whether it's mowing, blowing, edging or sweeping. Each member knows their job and performs it well. If you would like to make a donation to provide a truck or equipment to start a new yard crew please con-

tact: Greg Battaglia (707.253.0400) or Beth Kahiga (707.253.7490).

Imperial Way and Napa Personnel Systems have partnered together to provide *Job Club* for the Imperial Way Program. *Job Club* gives the individuals we serve a better insight into job preparation, job search, self-presentation, interviewing skills and other work related topics.

The Imperial Way Program has been incredibly fortunate over the years to partner with some amazing employers who have made a difference in the lives of people with disabilities in the Napa Valley (please see our list of employers). Unfortunately we have lost some of these employers due to the economy or relocation. If you are an employer who is interested in hiring someone with a disability please go to our website at: [napavalleysupportservices.org](http://napavalleysupportservices.org) and click on "Hire Us" and then "Tell Us Your Needs." **Together we are making a difference.**





BROWN  
STREET  
GALLERY

# *Providing services for individuals with developmental disabilities with a focus on art*

**T**his year due to pending budget cuts we were uncertain that we could continue having opening receptions for our shows.

So with what may have been our last reception we went all out. The show “Veda and Kristen meet Elvis and the Bee-Gees” was an incredible success. The ladies proudly showcased their art, enjoyed the admiration of art buyers, and sold their artwork that evening.

We are thankful to report that, so far, the budget cuts have stayed far enough away from our program to allow us to continue to sponsor these

events. We appreciate all of the support from our volunteers, members, and the Napa community. Because of you, our memberships are up, sales for the year are over \$3,500.00, and we will be able to continue having opening receptions for Napa Valley Support Services artists.

Our behavioral services program is in full swing and doing well with 12 artists enrolled. This program ensures that people with challenging behaviors are able to attend a program. It allows individuals to make choices about their lives, and enables them to be productive in society.



# Please Support Employers who Employ Individuals with Disabilities

## Crew Job Sites

A & T Custom Golf Cars and Equipment  
 A. T. & T.  
 Allen, Shea & Associates  
 American Red Cross  
 Becoming Independent  
 Disability Services & Legal Center  
 City of American Canyon  
 Connolly Ranch  
 Culinary Institute of America  
 Devlin Road Transfer Station  
 Gallagher & Miersch, Inc.  
 Lixit Corporation  
 Napa Sanitation District  
 Napa Valley College  
 Napa Valley Yacht Club  
 Napa Recycling & Waste Services  
 North Bay Regional Center  
 Occidental Technical Group  
 Rancho Gordo

Veolia Transportation  
 Vintage Estates  
 Villagio Inn & Spa  
 Vintage Inn  
 Wendy's Restaurant  
 Yard Maintenance Sites (40+)

## Individuals' Job Sites

Aegis Assisted Living  
 A & T Custom Golf Carts  
 America's Tire  
 Camp Rawhide  
 Carl's Jr.  
 Chardonnay Golf Club  
 Complete Janitorial  
 Dog World  
 Evan's Airporter/Wine Country  
 Tours  
 Family Drug  
 Fazzerratti's

Frida's Mexican Grill  
 Gott's Roadside  
 JV Wine & Spirits  
 Kohl's  
 Meritage Resort  
 Napa Parks and Recreation  
 Nob Hill Foods  
 North Bay Housing Coalition  
 Pharmaca Integrative Pharmacy  
 Raley's Supermarket  
 Safeway Stores (Napa, St. Helena,  
 Sonoma, American Canyon)  
 Scientopia  
 Togo's  
 Vallergera's Market  
 Veolia Transportation  
 Vintage Estates  
 Walmart  
 Whole Foods Market

## NPS Effectiveness, Efficiency & Satisfaction Report

SUPPORTED EMPLOYMENT	FIGURES ARE PERCENTAGES								
	7/10-12/10	1/10-6/10	7/09-12/09	1/09-6/09	7/08-12/08	1/08-6/08	7/07-12/07	1/07-6/07	7/06-12/06
<b>EFFECTIVENESS GOAL:</b> 100% of individuals placed will be placed within 90 business days.	100	75	63	75	100	82	83	67	100
<b>EFFICIENCY GOAL:</b> 85% of individuals are contacted within 5 business days of referral.	100	100	100	100	100	100	100	100	NA
85% of individuals will have weekly contact.	100	100	100	100	100	100	100	100	NA
<b>SATISFACTION GOAL:</b> 100% of individuals placed express overall job satisfaction.	100	100	100	97	100	100	100	93	92
80% of individuals are satisfied with the hours they are working.	100	92	90	90	85	89	89	82	81
100% of individuals are satisfied with NPS support.	100	100	100	100	100	100	97	100	100
EMPLOYMENT SERVICES									
<b>EFFECTIVENESS GOAL:</b> 100% of individuals placed will be placed within 90 business days.	56	42	50	50	27	82	86	50	38
<b>EFFICIENCY GOAL:</b> NPS will contact a minimum of 85% of individuals referred within 5 business days of referral.	100	100	100	100	100	100	86	100	100
NPS will maintain weekly contact with a minimum of 85% of individuals on referral list.	100	100	93	93	100	80	85	85	100
<b>SATISFACTION GOAL:</b> 100% of individuals are satisfied with NPS support.	79	100	91	100	100	100	100	NA	NA
100% of individuals feel they have enough contact.	89	100	100	94	100	10	100	NA	NA



NAPA  
PERSONNEL  
SYSTEMS

## *Helping individuals with disabilities find, learn and maintain jobs*

In a year with little bright financial news, expanded use of Work Adjustment funds is paying off in job placements for clients. Work Adjustment (WA) is temporary employment paid by Napa Personnel Systems (NPS) where clients work for local employers 3-5 hours per day for up to 12 weeks while supported by a full-time coach/evaluator. WA helps match clients to appropriate jobs; it builds clients' skills and it builds their resumes.

"I'm getting much better at cleaning," said NPS client Suenec midway through her Work Adjustment as a Housekeeping Assistant for the Meritage Resort. The Meritage staff



agreed. In August, before the end of Suenec's WA, Meritage offered Suenec a job.

Eric completed 12 weeks of WA as a Courtesy Clerk for Whole Foods Market—lots of customer interaction, bagging and cleaning up food service

areas. In June he was hired by Gotts restaurant as a Busser and Dishwash-



er. "This is a really good job match," Eric said. "I don't think it would have been if not for the time I spent learning at Whole Foods."

Dan participated in WA at Whole Foods over the summer as a maintenance person and carved his own niche keeping the walk-in cooler and dairy displays stocked and straight. Whole Foods provided Dan a great reference in his job search.

In May, Kelly transitioned from a WA Groomer for Dog World to permanent employee. Also in May, Walmart hired Daryl in a maintenance position. Daryl had previously completed WA as a stock person for Pharmaca Integrative Pharmacy.



Two other Pharmaca WA clients, Anna and Rita, worked as a team keeping Pharmaca neat, stocked and organized. Today Anna and Rita work as a team for Complete Janitorial, cleaning child daycares after hours.

Not every WA alumnus has been placed. The training, experience and perspective gained by WA will help



alumnus focus on appropriate jobs to pursue and increase what clients have to offer employers.

NPS (along with all our partners) continues to support individuals with disabilities with their employment goals through a variety of employment options. The option of WA is just one more way clients can achieve their potential employment through opportunities provided by special employers and NPS training.



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