

TOGETHER WE MAKE A DIFFERENCE



Napa Valley Support Services

Annual Report 2019 – 2020

Financial Information can be found on our website: www.napavalley-supportservices.org

A Message from Beth Kahiga, Executive Director

To quote Friedrich Nietzsche, "that which does not kill us, makes us stronger." According to www.thebraininpossible.com, he was right. Studies have shown that some trauma survivors report positive changes and enhanced personal development, called post-traumatic growth (PTG). PTG refers to any beneficial change resulting from a major life crisis or traumatic event, but people most commonly experience a positive shift by having a renewed appreciation for life.

This year has had many challenges, some very positive and some a bit more difficult. In today's environment, it is definitely a challenge as we navigate through these difficult times. As the staff of Napa Valley Support Services (NVSS) and the people we support work in essential jobs, we have been using safety protocols such as social distancing, washing/sanitizing our hands, wearing face masks (some even wearing face shields), cleaning and disinfecting almost everything and attending classes via Zoom it is sometimes hard to appreciate what we have.

We all have had to work at accepting the new normal with some days being easier than others. NVSS has had to close our buildings, become technology savvy, work hard to understand the needs of the people supported by NVSS and how we can meet those needs in a world where we are unable to gather together.

To help with virtual supports, tablets (some with built-in Wi-Fi) were purchased and distributed to people we support so they can participate in various activities, supports, and learning, including Zoom Classes. Many people are now able to be a part of an on-line community by taking classes and interacting with their friends.

Direct Service Providers (DSP) are job coaching and instructing people in essential jobs or supporting people who work outdoors to safely perform their jobs. NVSS day services staff are providing one-to-one transportation to ensure the safest way to get people to and from work.

We are thankful to the Department of Developmental Services (DDS) for supporting agencies like NVSS. DDS has worked with our service system to fund a different kind of support from the traditional services we offer. This has been done in the hope that once the pandemic is no longer with us; our system will survive and resume in-person services. Shifting to on-line services and using creative ways to support people may help us to provide services in a new and exciting way and might look very different! As we move forward, NVSS continues to talk to the people we support to determine what kinds of supports they would like and how we need to move forward to provide the best possible service.

NVSS continues our commitment to the philosophy of Person Centered Thinking® (PCT) as developed by the Learning Community. We are proud that Emmy Lesko, Program Director and David Rodriguez, Employment Specialist are now certified PCT trainers. Currently, there are two additional staff working on this certification with a goal for certification in 2021.

NVSS staff have been trained in PCT Outcomes and we know this training will greatly enhance the lives of the people we support, especially during the pandemic.

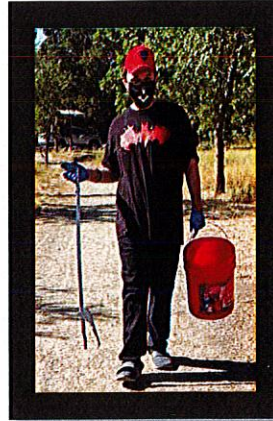
My hope is that now and after the COVID-19 pandemic dissipates, the fires are extinguished and the smoke clears, we will have greater strength and appreciation for what we have.

I would also like to take this opportunity to thank those of you who continue to partner with NVSS through your generous donations. I encourage those of you who are thinking about partnering with us, to consider making a donation to support the wonderful work NVSS does for people with disabilities.

Imperial Way Day Program

Not all heroes wear capes!

Jarrold is pictured saving the environment at Yountville Crossroads equipped with his mask to help prevent Covid-19! With his weapons to combat litter in his arsenal, he's fighting the war on litter! Nothing stops Jarrold from performing his job.



Tablets are here!



Through this pandemic one of the biggest challenges NVSS has faced was figuring out how to provide remote services to the people we support. Some people didn't have access to technology for services being offered.

NVSS was fortunate enough to be able to provide tablets to those who needed one. September 10th was tablet pick up day for those that expressed a need for them. It was

amazing seeing the happiness and joy that NVSS brought to those we support as they received their new tablets.

Everyone, including those we support, their parents and staff were all happy to see how easy and user friendly the tablets are. They can now access the zoom class calendar, connect with peers and finally join the NVSS zoom classes using the tablets!

We aren't back to our usual program atmosphere, but we are closer to being able to provide the opportunity for our participants to interact with their peers and staff while doing classes and activities that are enjoyed!



Brown Street Gallery & Boutique



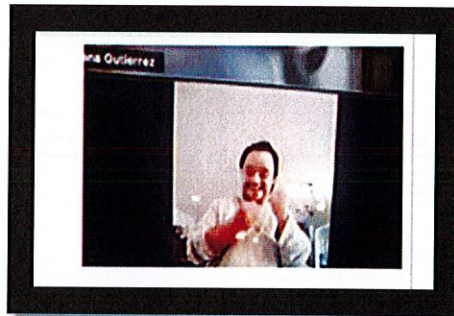
Previous to Covid-19, Sal was a very popular artist and crafter at Brown Street Gallery. Sal has been featured in several exhibits throughout the Napa Valley including our annual "Art at the Library" exhibit, Artists of the Napa Valley, The Napa Valley Airport, and of course, The Brown Street Gallery.

2020 has been a very challenging year for Sal, as he is a very active member in his community. With the support of Brown Street Gallery (BSG), Sal has enjoyed volunteering with Meals on Wheels, serving lunch at The Senior Center, and cleaning toys for Community Resources for children at their Toy Library. Outside of attending BSG and volunteering, Sal also participates in many sports through the Special Olympics and Challengers Baseball.

As everything closed down and he could no longer participate at BSG and in his team activities, Sal was bored! He longed for socialization with friends and staff and having activities to participate in.

Sal was one of the many people requesting more support from NVSS. Once Sal was provided a Daily Calendar of Zoom classes to choose from, Sal was on it! He joins between 3-5 classes per day. His favorite classes are Art, Sit and Be Fit, Relationship Class, and LEAD Committee Class. Sal is particularly excited about LEAD Committee! He is currently exploring possible activities and helping to organize a virtual Halloween Party scheduled for October 30, 2020!

At the beginning of the pandemic Napa Valley Support Services had to shut our doors and provide support from our homes, Raul and his family requested very little support. Raul's family had requested one phone call every other week. Once our Zoom Class Schedule started to develop and more and more Individuals supported by NVSS began to attend, Raul's Instructor continued to encourage Raul and his family to join a class. Low and behold one day Raul popped in to Music Class! Raul's infectious smile, dancing and clapping told us that he was having a great time! His sister later reported that Raul continued to dance, well after class had ended! Raul joined Music Class one to two times per week at first, but once Raul received his brand new tablet provided to him by Napa Valley Support Services, not only did Raul participate in Music Class, he is now participating in a variety of different classes every day and several times a day. You can find Raul enjoying his morning cup of joe in Homeroom Class, eating his lunch and saying "Hi" to his friends (and staff), at Luncheon Social, rockin' out in Music Class, and most recently, gettin' down in Dance Class. Raul was so entertained with Dance class he even started to move furniture around to make more room for his sweet dance moves! P.S. If you ever find yourself having a bad day, go find Raul in a Zoom Class, he will definitely put a smile on your face!



Napa Personnel Systems

The Department of Rehabilitation referred Lorena to Napa Personnel System. Her objective was "Seeking full time employment in a position that helps make a difference in other people's lives." She has an Associate's degree in Psychology which, she received at the Napa Valley College, and has work experience in retail, hospitality, and dishwashing.

Lorena participated in a situational assessment and work adjustments in order to obtain Office/Clerical skills. She was also employed at The Cosmetics Company Store during her work training at Napa Personnel Systems. With the assistance of NPS, Lorena applied at Jimmy Vasser Toyota where she is now a receptionist.

When asked what she loved about her job the most she replied, "My favorite thing about the job is helping people. I also enjoy working with cars." Her employer was able to assist in helping Lorena purchase a new vehicle. Lorena agreed to share her story, she wanted to "help inspire other people". She loves her new job.



Shortly after moving to Napa in 2016, Paige started working with Napa Personnel Systems. After several work training programs in different retail and grocery settings, she was successfully placed at Kohls' department store as a customer service associate in June 2017, and continues to be a valued employee today.

Paige's favorite part of the job is seeing her coworkers every day. This is especially appreciated now during Covid -19 shutdowns as Paige stated, she is not able to go as many places such as the movies and inside restaurants with her friends. Paige has a Job Coach who stops in regularly and assists with new everyday challenges as well as new and extensive Covid-19 Safety Protocols.

Brian, a former long-term employee of Vallerga's Market, lost his job as cart collector when the store permanently closed. It didn't take long for him to start working at Lucky's with a bit more responsibility. Not only does Brian collect the carts from the parking lot, he assists the cashiers with bagging customer's groceries and does "Clean-up on Isle 4". This is all done using the safety protocols implemented by the employer.



Frontline and Essential Workers

The Napa Valley Support Services supported employment program, Napa Personnel Systems supports workers in essential jobs all over the Napa Valley and beyond. The "Great Shutdown" arising from the Covid-19 pandemic did not apply to essential workers who are vital to the core functions of the economy and society. Many individuals supported by NPS, have been working from day one of the Covid-19 shutdowns and many with their job coach right alongside.

Working during COVID means learning an abundance of new safety protocols, policies, and procedures that sometimes change on a daily basis. They also vary from workplace to workplace. Work schedules have changed, hours increased and decreased weekly. Some beloved coworkers are now working from home and worksite cultures have changed. Coworkers no longer see each other and miss each other terribly. It's a great time for us all to have a Job Coach to cope with all of the changes, stress, and anxiety in the world right now. 2020 has been a year of change and a time for colossal creativity.

Napa Personnel Systems provides Job Coaching to people who need support. This is traditionally done in person but some of the people Napa Personnel Systems coaches have been laid off temporarily or indefinitely. Some people may need help getting their jobs back or getting a new job. Others are not able to work right now because they have a high-risk health condition that does not allow them to but maybe they want to stay occupied with Zoom classes like Job Club or they may want to learn a language, carpentry and other job skills on You-tube. This can all be done remotely now. Job Coaching can also be done by meeting remotely if that is what people need. Remote services and the need for technology are expanding and everyone is becoming much "techy-er" with each day. Meetings are conducted by NPS staff remotely, typically with different meeting apps, such as Zoom, Google Meets or Facetime. Employment services are being completed remotely and in-person with safety protocols when needed for a job interview, etc. Many of us have wondered, "Why were we not doing this more often before Covid?"

People are still getting jobs!

Thank you to Our Employment Partners!

Work Crews:

American Red Cross – St. Helena
A. T. & T.
Bayberry, Inc.
Disability Services & Legal Center
City of American Canyon Corp.
Yard
City of Napa Parks & Recreation
Creative Behavior & Educational

Momentum Office
Devlin Road Transfer Station
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
White Rock Vineyards
Housekeeping Sites (5)
Yard Maintenance Sites (25+)

Individuals Working At:

Aegis Assisted Living
Archer Hotel
Auberge du Soleil
Black Bear Diner
Brookdale Senior Living – Sonoma
Calistoga Ranch
Cameo Cinema Theatre
Carneros Resort & Spa
Century Napa Valley Theater
Carl's Jr.
Chartwell Staffing Solutions
Community Connections
CVS – Napa
CVS - Sonoma
David Grant USAF Medical Center
Disability Services and Legal
Center
Dog World
Duckhorn Winery
Frank's Janitorial Services
FRG Resources

Frida's Mexican Grill
Goodwill Industries – Redwood
Empire
Home Depot
Home Goods
In-Shape Health Club
Jimmy Vasser Toyota
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Napa County In-Home Support
Services
Napa Premium Outlets
Napa River Inn
Napa Valley Fair Housing
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Raymond Vineyards
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Silverado Veterinary Hospital
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Target Store North
Target Store-South
Uber, Inc.
Uptown Theater
Veterans Home - Yountville
Wedgewood Napa Valley
Walgreens
Walmart – Napa
Walmart – American Canyon
Whole Foods Market

Napa Valley Support Services' Board of Directors work on a volunteer basis.
Thank you for their on-going support, active involvement and service to
NVSS!


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A special thanks to those listed below for financial support to Napa Valley Support Services

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During our shelter in place, many of us are making purchases through Amazon. There is no need to change your Amazon account, all you need to do is register through  and select your favorite non-profit, Napa Valley Support Services! By signing up, a percentage of your purchase is donated to us. All you have to do is purchase through Amazon.

Another way to help support NVSS is to create fundraisers through . You can create a fundraiser on your personal Facebook page for your friends and family to make a donation. The most popular is for your birthday and 100% of the donations will go to NVSS.

Of course, you can always send a check to NVSS or donate through our website: www.napavalleysupportservices.org.

Together We Make A Difference



Napa Valley Support Services

Please accept my contribution to provide additional financial support to NVSS.

General Donation

In Memory Of: _____

In Honor of: _____

Donor Name: _____

Address: _____

Phone: _____

Email: _____

Enclosed is my donation for:

\$25 \$50 \$100 \$250 \$500

Other: \$_____

To donate using your credit card, please visit www.napavalleysupportservices.org

Spotlight

Arty Reyes

This year we said farewell to one of our staff, Arty Reyes. After 30 plus years with NVSS, in May, Arty decided to retire. We thank him for all of the support he provided to those in our programs through his volunteerism at our fundraisers, promoting NVSS on the "Arty Party Show", and his loyal and dedicated service to NVSS. All of us at NVSS wish him a happy and healthy retirement.



Rubin Goldberg

Sadly, we said goodbye to Rubin, an enrollee at our Brown Street Gallery Day Services Program. Rubin joined Brown Street Gallery in September 2017 where he created many different pieces of art.

Prior to attending Brown Street Gallery, Rubin worked assembling pet products with many others who are supported by



Napa Personnel Systems under the guidance and supervision of Job Coaches.



He will always be remembered as having a smiling face and huge heart. May he rest in peace.



**Napa Valley Support
Services**
1700 Second Street # 212
Napa, CA 94559
707.253.7490
www.napavalley-supportservices.org

Our 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.

Our Vision

Individuals with disabilities are valued and feel valued by society.

Our Values

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
- Prioritizing understanding before action