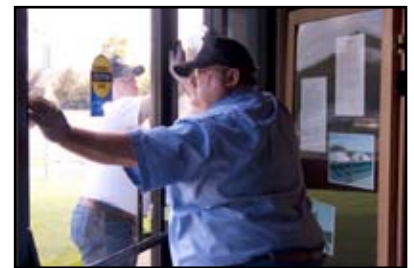
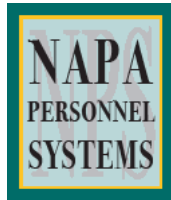
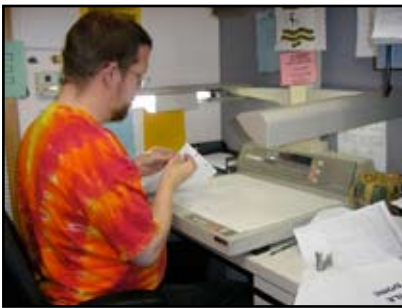


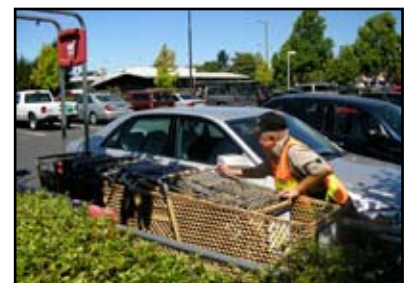


# Napa Valley Support Services

The proud parent organization of



Annual Report  
**2010**



# Many Thanks to All of Our Donors

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Anthony Torres  
Delia Viader  
Jeff & Syd Wasson  
David Wignall & Kathrine Arcanin  
Karen Winograde  
James & Virginia Wright

## Businesses, Foundations & Organizations

About Face  
Antica Napa Valley  
Artesa  
August Briggs Winery  
Barnett Vineyards  
Bella Capelli Salon  
Beringer Vineyards  
Big Ranch Vineyards  
Blue Rock Springs Golf Course  
Brown Street Flowers  
Cache Salon  
Cakebread Cellars  
CAR Napa Valley  
Ceja Vineyards  
Celadon  
Culinary Institute of America  
Daisy  
Dana Estates  
Del Bondio Wine Company  
Dickenson, Peatman & Fogarty  
Domaine Carneros  
Dunn Vineyards  
Exertec Fitness Center  
Far Niente  
Ferrini Framing  
Franciscan Estate  
Frog's Leap Winery  
Furman Photo  
Gamble Family Vineyards  
Gillwoods Cafe  
Greenhaus  
Grgich Hills Estate  
Gustavo Thrace Winery  
Hagafen Cellars  
Heartfire  
Honig Winery  
Hurd Beeswax Candles  
Jaffe Estate Wine  
Jim Russell Racing Drivers School  
Judd's Hill  
Julie Crawford Design  
Julie's Nail Nook & Co.  
Kiwanis Club of Greater Napa  
Knights of Columbus  
Lang & Reed  
Louis Martini  
MacRostie Winery & Vineyards  
Markham Vineyards  
Meadowood Napa Valley  
Mi Familia Market  
Mustards Grill/Cindy's Backstreet  
Kitchen & Go Fish  
Nails By Honora  
Napa General Store  
Napa Valley Country Club  
Napa Valley Naturals  
Napa Valley Opera House  
NV Welcome Wagon  
Nyers Ranch  
Oakville Ranch Vineyards  
Oberschulte Mountain Wines  
Paradigm Winery  
Pearl  
PEJU  
Pina Napa Valley  
Plata Wine Partners, LLC.  
Pride Mountain Vineyards  
Radiant Light Productions  
Rancho Gordo  
Ravenswood Winery  
Razi Winery  
RBC Wealth Management  
Real Estate Exchange Investments/  
Windermere Real Estate  
Renteria Vineyard Mgt.  
Reynolds Family Winery  
Ristorante Allegria  
Robert Craig Winery  
Robert Mondavi Winery & Portfolio  
Winery  
Rudd Estate  
Rudd Foundaion  
San Francisco Giants  
Shafer Vineyards  
Signorello Vineyards  
Silverado Brewing Company  
Silverado Resort  
Solage  
Spottswode Winery  
St. Helena Olive Oil Company  
St. Mary's Guild  
Stanton Vineyards  
Steve's Hardware & Housewares  
Storck's Garage  
Synergy MFC  
Trefethen Family Vineyards  
Tulocay & Company  
Turnbull Wine Cellars  
V. Sattui Winery  
Vallergas  
Van Der Heyden Vineyards  
VIADER  
Villa Carona - St. Helena  
Villagio Inn & Spa  
W.H. Smith Wines  
White Rock Vineyards  
Whitehall Lane Winery  
Whiting Nursery  
ZD Wines

# Letter from the Executive Director



Napa Valley Support Services

Dear Supporters,

*Napa Valley Support Services artists, along with several artists from around the community, donated their artistic creations to be auctioned at our second fundraiser "Together We Can Make A Difference". The event was hosted on May 2, 2010 at the beautiful Silverado Country Club Resort and Spa. Together we did make a difference by raising over \$60,000 to support all of the wonderful programs at Napa Valley Support Services. Our fundraising committee, with the help of Silverado Resort and Spa staff created an atmosphere of excitement and delight. A multitude of businesses donated amazing silent and live auctions items. We owe a special thank you to Susie Reedy, Nancy Duckhorn and Myrna Andrews for their tireless efforts raising awareness and funds for Napa Valley Support Services. We look forward to working with these and other wonderful volunteers for our event next year that will be held on May 15, 2011. Please mark your calendar and support us by attending this incredible celebration.*

*Napa Valley Support Services continues to experience diminishing Federal and State funding with no end in sight and additional cuts from Napa Valley College. We choose not to focus on the doom and gloom of the economy but focus instead on the opportunities that have presented themselves during this unprecedented time. This report is filled with wonderful stories and pictures recounting what we have been able to accomplish over the last year. I believe a picture is worth a thousand words and viewing accomplishments of those individuals we support says it all.*

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

Sincerely,

**Beth Kahiga, MRA**  
Executive Director

707.253.7490

Beth@NapaValleySupportServices.org

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)

## Board of Directors

President	Peggy Hamilton
Vice President	Walter Hampe
Secretary & Treasurer	John Shea
Director	Stephen Bakalyar
Director	Margaret Boitano
Director	Joan Harrison Cohn
Director	Robert Nations
Director	Alex Reyes
Director	Ray Sercu

## NVSS Financial Highlights - Year Ended June 30, 2010

	6/30/09	6/30/10	INC (DEC)
<b>REVENUE</b>			
Contracts and Grants	3,145,434	3,123,251	(22,183)
Interest & Dividend Income	14,046	11,496	(2,550)
Realized/Unrealized Gains (Losses) on Investments	(69,065)	43,329	112,394
Fundraising	31,425	54,602	23,177
Contributions	87,738	95,957	8,219
Other	12,829	25,237	12,408
<b>Total Revenue</b>	<b>3,222,407</b>	<b>3,353,872</b>	<b>131,465</b>
<b>EXPENSES</b>			
Program Services Expenses	2,735,216	2,841,713	106,497
Supporting Services Expenses	398,214	396,599	(1,615)
<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>88,977</b>	<b>115,560</b>	<b>26,583</b>
<b>DEVELOPMENT FUND</b>	<b>316,629</b>	<b>437,050</b>	<b>120,421</b>
<b>CASH &amp; SECURITIES - General Fund</b>	<b>583,398</b>	<b>669,801</b>	<b>86,403</b>
<b>Working Capital - Current Assets Less Current Liabilities</b>	<b>991,344</b>	<b>1,215,125</b>	<b>223,781</b>



*Things have been busy this year in our Imperial Way Program. We have seen an increase in enrollment as people graduate from schools or come to us looking for opportunities that match their skills and interests.*



This past August was the one-year anniversary of an incredible partnership between Rancho Gordo and Napa Valley Support Services (NVSS). Rancho Gordo is a specialty store/distributor of heirloom beans, herbs and spices, chilies and several other

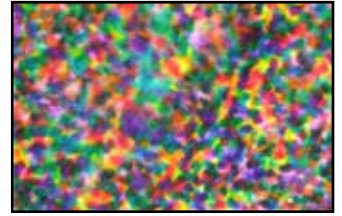
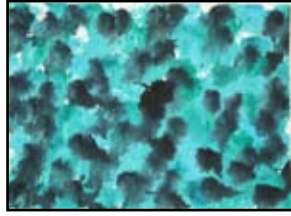
Another appreciated Imperial Way partnership is Napa Valley College. A crew of four workers and an Instructor has been working for the past three years to keep the grounds and parking lots clean. Students and Napa Valley College staff continually express their appreciation of the fine work done by this crew. In fact, the maintenance and security workers have become good friends with the crew members and participate in birthday and special occasion celebrations. In addition to being an employer and friend, the college is a place for crews to take classes and feel a part of the campus community. NVSS clients have taken dance, physical education and swimming classes and have grown through all these opportunities.



**Did you know?  
75% of the people who participate in the Imperial Way Program are employed in the community.**

difficult to find specialty food items. Last August, Rancho Gordo's owner and culinary celebrity, Steve Sando, hired a NVSS crew to do packaging and labeling at his Yajome Steet facility. Since then the crew has thrived and become an integral part of the Rancho Gordo family. Everyone on the crew takes great pride in their work and truly loves working there.



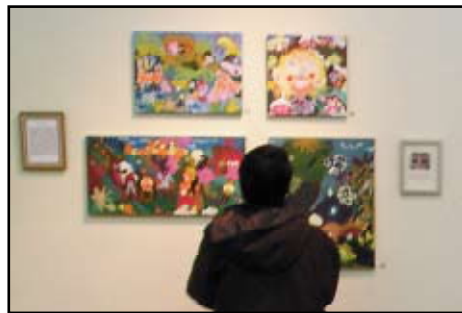


*This year the Brown Street Gallery (BSG) has met financial challenges by providing opportunities for staff to be even more united.*

Following the loss of our Art Consultant, our staff, along with trusted volunteers, took on the responsibility to ensure the quality of artwork for community receptions, art shows and auctions.

BSG artists have visited several museums and galleries. The trips to Sonoma Museum of Art, Rasmusen Gallery, and Hess Collection provided information and sparked new creativity. The BSG artists also enjoyed participating in the making of pottery at Karen Winograde's ceramic studio.

In addition to our field trips and staff opportunities BSG has also developed a new Behavioral Services Program that will provide formal communication plans for artists who have these specialized needs.



# Please Support Employers who Support Individuals with Disabilities

## Crew Job Sites

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+)

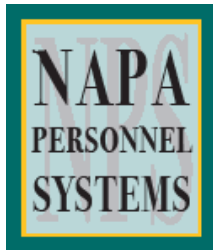
## Individuals' Job Sites

Aegis Assisted Living  
 Alternatives For Better Living  
 America's Tire  
 Camp Rawhide  
 Carl's Jr.  
 Chardonnay Golf Club  
 Definitely Different  
 Family Drug  
 Fazzerratti's  
 Frida's Mexican Grill  
 Hearts That Matter  
 In Home Support Services  
 JV Wine & Spirits  
 Kohl's  
 McCalou's Department Store -  
 Sonoma  
 Meritage Resort

Napa Unified School District  
 Nob Hill Foods  
 Pacific Auto Salvage  
 Perfect Endings  
 Petco  
 Piner's Nursing Home  
 Raley's Supermarket  
 Rancho Gordo  
 Safeway Stores (Napa, St. Helena,  
 Sonoma, American Cyn)  
 Sonoma Developmental Center  
 Taco Bell  
 Target  
 3 G Welding & Fabrication  
 Togo's  
 Vallerger's Market  
 Veolia Transportation  
 Vintage Estates  
 Walmart  
 Whole Foods Market  
 Zoe's Cookies

## NPS Effectiveness, Efficiency & Satisfaction Report

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



*Napa Personnel Systems is currently providing work related services to over 180 people who are either actively employed or searching for employment.*

**W**e work with over 40 employers across the Napa Valley and are constantly developing new work opportunities.

This year, in order to enhance our job development process, we recreated our Job Club and added a new Work Adjustment component.

NPS redesigned Job Club into three weekly meetings to provide a group service for job preparation, job search, self-presentation, interviewing skills and other work related topics and supports. We have improved our employment program content and the group participation benefits the individuals who attend.



Work Adjustment is a time limited work program that uses local employers to aid individuals in understanding the demands of work and to assess their needs and skills to determine a good job match. Work Adjustment assists individuals in reaching their optimal level of vocational development. The manager of Pharmaca In-



tegrative Pharmacy, Rosemarie Hari, offers such a work environment and states, "I am very impressed with the quality of the candidates from Napa Personnel Systems. They have such great potential to stretch and grow into valuable employees for the Napa community."

Since 1990, NPS has worked with Vintage Estates, located in Yountville. Currently eleven individuals, supported by NPS, are employed throughout the property in housekeeping, grounds mainte-



nance and in the kitchen. The house-keeping crews, noted for their attention to detail, are often called upon to clean the "VIP" rooms. The kitchen crew is noted for their ability to perform many of the unique tasks that need to be completed such as picking herbs and fruit from around the property. Most recently they have become responsible for the new recycling composting program that recycles all food waste.

Kevin Miller, Head Chef of the kitchen says, "Jamie, Maurice and Tommy along with Coach Karen, keep the Vintage Estate kitchen spotless and clean, even on the busiest of days."





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www.napavalley-supportservices.org

Fax: 707.253.0115

Tel: 707.253.7490

Napa, CA 94559

Napa Valley Support Services  
650 Imperial Way Suite 202



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