

Annual Report 2023/2024



Napa Valley Support Services



Our Mission

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





A Message from

Jamie Thompson Executive Director

Dear Friends and Supporters,

As I step into my second year as the Executive Director of Napa Valley Support Services, I'm thrilled to share the progress we've made and the adventures ahead. It's been a year of growth, adaptation, and overcoming challenges, and I'm proud to present our annual report, showcasing the incredible work of our team and the spirit of those we serve.

This year, the importance of our mission—to empower disabled adults through vocational rehabilitation and artistic expression—has become more evident than ever. While the news has been filled with uncertainty and state budget concerns, we've remained unwavering in our commitment to fostering a supportive and inclusive environment.

This year has been guided by a fresh and strategic vision, embracing new technologies, refining our programs, and even expanding our reach into Solano County for customized employment services. Despite the ups and downs, we've continued to break down barriers, supporting our community in reaching their vocational and

artistic dreams. Inclusion and understanding are at the heart of everything we do, and we're excited about the strides we've made this year and will continue to make!

As you explore the pages of this report, you'll discover our stories of resilience and triumph. These narratives reflect how, even when faced with challenges, our community has thrived. The passion of our amazing staff, the collaboration with our partners, and the generosity of our donors, families, and advocates have been the driving forces behind our success.

Looking ahead, we're not just planning—we're dreaming big! We're committed to enhancing our services and making an even greater impact. Innovation, excellence, and inclusivity will continue to be our guiding stars as we navigate the future. Our core values of compassion, empowerment, and advocacy will lead us through exciting new services, fundraising plans, and events designed to strengthen our community bonds.

A huge thank you goes out to our incredible NVSS community. Whether you're a donor, partner, volunteer, or advocate, your

support has been invaluable. Your belief in our vision and your dedication to creating a world where every person's potential is celebrated has been our greatest motivation.

And now, let's get excited for what's to come! We've got a fantastic lineup of events to look forward to:

GiveGuide: November 1st - December 31st, 2024

Brown Street Gallery Art Reception: November 15th, 2024

Brown Street Gallery Holiday Sale: December 7th, 2024

NVSS Inclusive Fashion Show Fundraiser: February 2025

We're thrilled about the possibilities and can't wait to share them with you.

Thank you for being part of this journey and for your support. Let's make 2025 an exciting and uplifting year together!

Jamie Freymuth Thompson

Jamie Thompson,
Executive Director

Napa Personnel Systems (NPS)

Jason- Spa Attendant at the Carneros Resort and Spa



“Nestled in the heart of wine country, Carneros Resort and Spa offers an escape from the everyday hustle and bustle, inviting you to unwind and rejuvenate in their beautiful Napa surroundings. The Napa Valley Carneros Resort and Spa promotes its reputation for their personalized touches, thoughtfully curated experiences, and an ambiance that celebrates life's simple pleasures. The resort is also known for its world class staff.”

Jason began working for the Carneros Resort in the spring of 2021. A time in history when many people were not working due to the unknowns and fears related to the global pandemic. Jason was eager to get another job to replace the job he lost at the start of the pandemic, when the resort that he previously worked in, shut down like so many other businesses.

When the Carneros Spa Manager reached out to Napa Personnel Systems for staffing solutions, Jason was one of the first people considered for the job. His reliability and work ethic were qualities that Jason was known for at his previous jobs at the Solage Resort and Lixit animal products. Jason started training in the spa as an attendant in April 2021 with the full support of a job coach for training and orientation to the job site. Now the Job Coach provides regular check-ins throughout the month and Jason is thriving.

Jason ensures that the spa and pool area of the Carneros resort spa is clean and maintained, and guests are having the luxurious Napa Valley experience they expected. He even works at the occasional celebrity wedding!

When asked what was his favorite work task was, he stated, “Cleaning the poolside is just as good as getting the pool chair covers. I like everything.” After some thought, he stated that he “loves making the rounds at the pool and entertaining the guests.”

He went on to explain that “Looking good is paramount to success at Carneros. Guests like my superb guest relations skills. My bosses like me very much.” His long-time Job Coach Jessy stated that Jason is reliable, honest, confident, dependable and a pleasure to work with. His enthusiasm is contagious.

Jason is a vital member of the Carneros Resort and Spa team and his employer values him. Everyone who know Jason knows that he is a huge fan of Charles Schultz’ Peanuts. One of his supervisors provided a Snoopy clock to keep on the spa wall to help Jason keep track of time, which causes Jason to smile every time that he looks up at it.

Jason’s parting comments about his employment were regarding life after work. He stated how important it is to reward yourself after a hard day of work with treats like tacos. Work-life balance is extremely important to our mental health and well-being.

For more information on the employment program Napa Personnel Systems, please contact Jeannie Smith at 707-253-7490 or jeannie@napavalley-supportservices.org

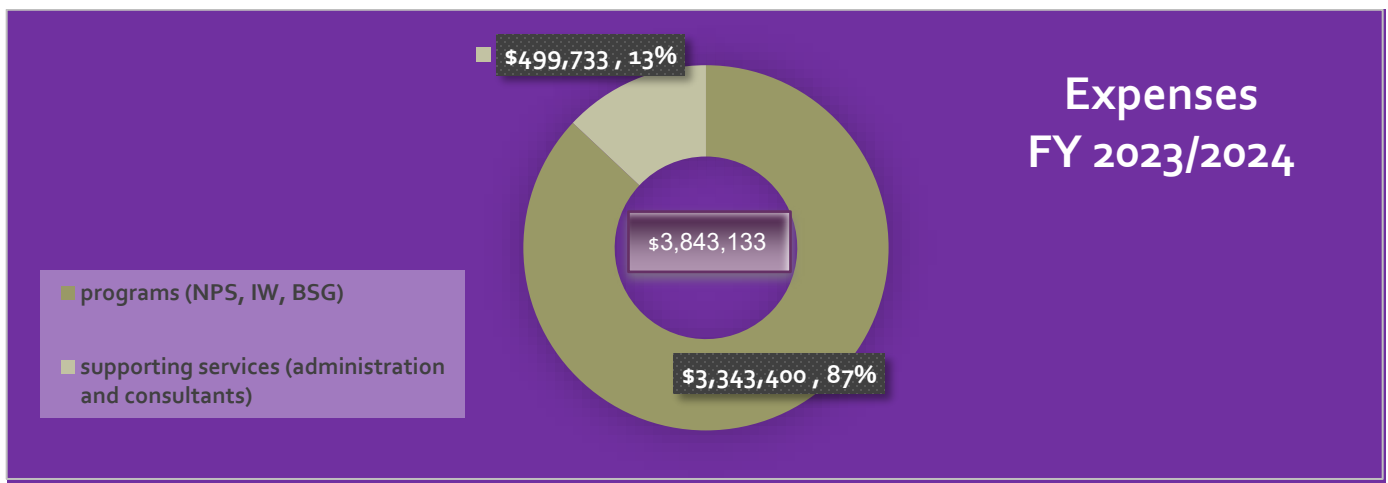
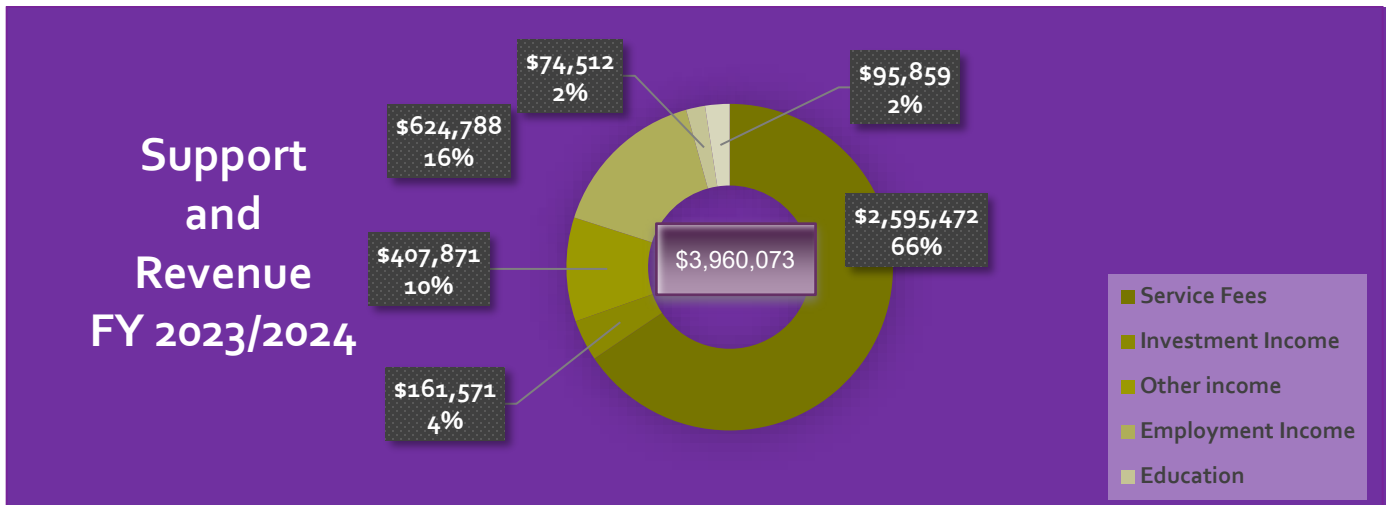


23-24 Outcomes of NVSS Services

Success and progress of our programs is measured in real terms. Napa Valley Support Services tracks many outcomes, including the number of people served in programs, effectiveness of job placement services, earnings, inclusion in the community, and satisfaction at NVSS

Number of people supported- **202** 86% of jobseekers got a job before 90 days

Hours of inclusion- **244,339** Rate of satisfaction- **99%**



NVSS' most recent audited financial statement is available at our website: <https://www.napavalleysupportservices.org/about/nvss-financials/>

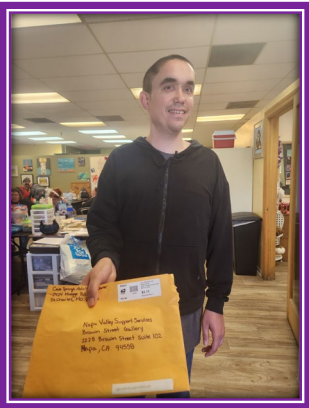
Imperial Way Partnered Job Sites

AT&T Corporate Yard
 Creating Behavioral & Educational Momentum
 Devlin Road Transfer Station
 Disability Services & Legal Center

LAFCO of Napa County
 Napa Open Space District
 Napa Recycling & Waste Services
 Napa Valley College

Napa Valley Dog Training Club
 Share the Care
 White Rock Vineyards

Brown Street Gallery Pen-Pal Club



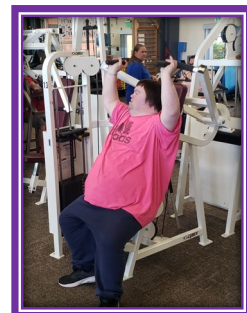
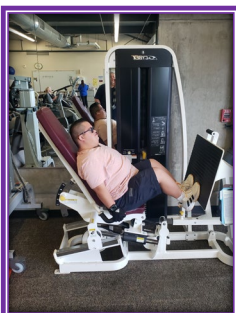
In May, the Brown Street Gallery launched an exciting new Pen-Pal program with participants from Cave Springs Adult Day Services in St. Charles, Missouri. This initiative began when our former staff member, Mickey, who now works at Cave Springs, suggested starting a pen-pal club to help participants stay connected and make new friends across state lines. The idea was met with enthusiasm by many at Brown Street. BSG has 13 pen-pal pairs, with hopes of expanding as the program develops. Each member has already exchanged letters, and anticipating more correspondence to build connections. Our goal is to arrange ZOOM meetings, allowing everyone to put faces to names. Brown Street is thrilled about this new adventure!

Imperial Way Day Program

Adaptive Physical Education at Napa Valley College

Every Monday and Wednesday, A dedicated instructor Chris, and the team he supports participate in adaptive PE at Napa Valley College. Thanks to our partnership with NVC, this program has been a staple routine for years, providing physical exercise and a sense of community. The excitement is clear as we enter the gym, ready to engage in healthy activities alongside friends and instructors. Gym sessions are well-structured, beginning with exercises together. In the latter half, everyone chooses to follow a customized exercise plan, rotating through different equipment to target their goals. College instructors track progress, recording the sets completed during the class. For instance, Jamie often pairs with Chrissy on a folding mat, where they work together to strengthen Jamie's legs through a series of tailored exercises. Our time at Adaptive PE is a chance to work towards personal fitness goals and confidence, and an opportunity to bond with peers and develop meaningful friendships. The joy and success experienced in this program reflect our commitment to fostering inclusive, supportive environments where everyone can thrive and achieve their personal best. When asked why they enjoy attending Adaptive PE, the responses highlight their personal growth and enthusiasm:

Jamie shared, "I like getting into shape and exercising. I am proud when I exceed my goals on the elliptical bike from the previous week." **Sal** says, "I like using weights so I can get big muscles" **Dustin** mentioned, "I want to lose weight and be healthy."



In Loving Memory

As we navigate through these moments of loss and reflection, it's important to come together and celebrate the lives of those who have deeply impacted us.

Ricardo Dominguez

July 6, 1978 - Sept. 20, 2023

At the age of 45, Ricardo Dominguez passed away unexpectedly at his home on September 20, 2023.

Ricardo attended the Imperial Way Day Program since 2000 where he worked on various work crews and completed many vocational jobs. He loved music, especially the oldies. He enjoyed drumming, playing guitar, parties, holidays, especially Christmas, and BBQs. He is dearly missed.



Belinda Givens

October 28, 1980 – January 27, 2024

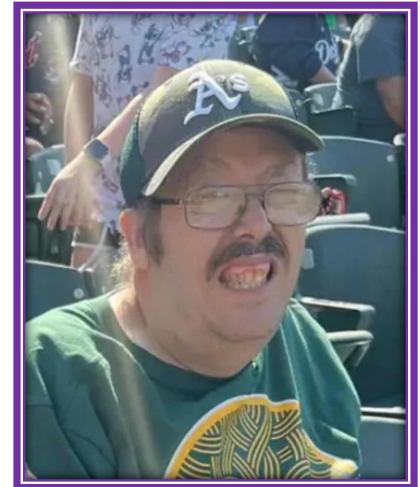
Since 2013, Belinda was a beloved member of the Imperial Way Day Program and was an integral part of the community. Some of her favorite things were hosting parties for her friends, reading, writing poetry, listening to country music, celebrating birthdays and holidays with her family and the Forty-Niners.

Belinda will be missed greatly by all who loved her.

James Warnock

June 29, 1969 – June 21, 2024

James "Jimmy" left this world leaving his mark as an athlete, community leader, and friend. His presence brought light and joy to all who knew him, and his absence will be deeply felt by his family, friends, and community. He will be remembered for his genuine spirit, his love for life, and his unwavering dedication to those he held dear. May his memory continue to inspire us to cherish each moment, embrace our passions, and spread love and kindness wherever we go. Jimmy attended Imperial Way Day Program since 2004 and is greatly missed.



Jared Crocker

March 12, 1982 - April 22, 2024

A former Imperial Way Day Program participant, Jared passed away at his home in April 2024.

Jared was best known for his love of loud music, epic snacking, people watching, and holding hands. He loved being out in the community watching the cars and waving at everyone. He enjoyed eating out and was somewhat of a galloping gourmet.

Employment Partnerships Are Essential To Our Mission

We extend our heartfelt gratitude to our employment partners and landscape customers. Your commitment to working with NVSS is crucial in creating meaningful opportunities for people with disabilities. Thank you for your continued support and making a positive impact in their lives

Aegis Living
Carl's Jr
Carl's Jr
Carneros Resort & Spa
Century Napa Valley & XD
Circle K
CIA at Copia
CVS
Dept. Of Rehabilitation
Friedman's
Bayberry House
Joan Amir
Honig Winery
Phoebe Keegan
Ron Spragio
Tailored Living Choices
David Thater

Home Depot
Home Good * Marshalls
In-Shape Health Club
Kohl's
La Saison Catering Kitchen
Lucky Supermarket
Meritage Resort
Napa Premium Outlets
Napa Sanitation District
Napa Valley College
Kathy Coultrup
Jill Cushman
Chilly Kada
Kami Korte
Pam Robinson
David Rowland
Inger Shiffler

Napa Valley Lodge
Nob Hill Foods
North Bay Regional Center
Safeway
Target
Trader Joe's
UpTown Theater
Walgreens
Walmart
Whole Foods
Nick Dewald
Bobby English
Barbara Linch
Jewel Mangalathil
Ophir Orr
Roger Phillips
Michelle Philpot

Heather's Story: Ready to Work!

Hello, my name is Heather. In December 2023, I had the privilege of interning at The Department of Rehabilitation in Napa. Here is what my job entailed:

I would start my work day by clocking in and checking my emails. Throughout the day as emails and phone calls would come in, I would answer calls and respond to emails. Other duties included in my job were to scan and upload case files to AWARE, shred information sensitive papers, mail letters to our consumers and sign people in the LOG IN. Once a person is signed in, I would let the counselor know that the consumer is present for their meeting and write notes as needed.



Working at DOR, you must have the ability to communicate with others as well. Once a Consumer is signed in, I may need to give them applications and explain to the consumer that they must have their email, phone number, address, social security and a list of their disabilities. I would ask if they would like to mail the application back in or if they would like to personally drop the application off for processing. Once an application is received, it would be my responsibility to date stamp the application, make copies for the consumer and let them know to expect a phone call from DOR either at the end of the week or the following week. I am truly grateful for the opportunity and experience gained by the Department of Rehab!

Napa Valley Dog Training Club



For the past two years, Napa Valley Support Services has proudly partnered with the Napa Valley Dog Training Club. Our dedicated, animal loving crew of four, has shown remarkable growth and commitment to their work this year. They contribute twice a month, ensuring the facility is well-maintained and the dog training staff can focus on their meaningful work.

Each member of the crew brings a unique joy and dedication to their role:

Alex C. finds satisfaction in cleaning the dog cages, vacuuming, and mopping the floors. His meticulous work helps create a clean and safe environment for the animals.

Jesus O. appreciates the opportunity to earn a paycheck and values friendship with his co-workers. His enthusiasm for the job shines through in his work.

Whitney D. loves listening to music while she works. She takes pride in earning money and focuses on tasks like cleaning mirrors and bathrooms. According to Anna, their instructor, Whitney always approaches her work with a smile and a positive attitude.



Anna, the instructor, recognizes the team for their hard work and dedication. She notes that they always deliver high-quality work and proudly show the values of Napa Valley Support Services. This partnership provides essential services to the Dog Training Club, and also offers meaningful employment and personal growth opportunities for the people we support. A beautiful partnership supporting both people and animals!

Napa Valley Support Services Thanks You For Your Support And Generous Donations During The 23/24 Fiscal Year

Air Doctor
Allen, Shari
Almirol, Mark

Alosi, David
Baker, Lynne

Barstad-Rucker, Janet
Battuello, Craig & Carol

Belknap, Greg
Berg, Cecilia
Bergin, Helen
Biale, Robert
Bond, Marilyn
Borgo, Larry & Rhonda
Borkin, Shari
Buckley, Sally
Butler, Mia & Esther
Cabrerera, Kathy
Can, Susan
Cantera, Paula
Carlson Family
Cato, Karne
Chandler, John & Hillary
Chrisco, Mr. & Mrs.
Cloutier, Elaine
Delgado, Debbie
Dempsey, Cynthia
Dietiker-Yolo, Linda
Domecus, Scott & Sirena
Dorrough, Ken
Duckhorn, Nancy
Edwards, Gretchen & Mark

English, Janet
Fireman, Nancy
Formosa, Mary Ann
Forsythe, Stacie
Frye, Jane
Galetti, Louis

Gentry, Shelia
Gilbert, Elizabeth
Giunta, Celeste
Givens, Derek
Givens, Cliff
Givens, Robert
Givens, Tom & Jocelyn
Glaser, Carol
Glazier, Alan
Gonzales, Pete
Goodin, Nancy
Gotch, Jeff & Debra
Greenman, Robert

Grone-Schwartz, Kimberly
Gutierrez, Hilda & Salvador
Habit Grill
Hairston, Bob & Mary Ann
Hanf, Richard & Sandra
Hansen, Sandra
Hardee, Tracy
Hargis, Dolly
Hart, Natalie
Heath-Bordeaux, Debbie

Hellman Teri
Hirdler, Gary

Holguin, Maria
Horne, Benjamin
Jacobson, Edward & Debbie
Kaufman, Andrea
Kelly, Ethel
Knutson, Jerome & Janet

Landrum, Katherine
Lindberg, Grania
Marchbanks, Kelli
Mary's Pizza Shack
McDonnell, Charles
McGraw, Susan
Miller, Joseph & Marjorie
Morse, Jennifer
Mountain Mike's Pizza
Munk, Elizabeth
Nations, Robert
Neller, Marcie
Nelsen, Carol
O'Gara, Joy
Omlin, Kenny & Ninveh
Omlin, Karl & Katherine
Orton, Gary
Osterman, Joan
Ottoson, Wendy
Paananen, Eric Dini
Panda Express
Pidgeon-Euser, Linda
Plough, Audrey
Pollard, Sheree & Laurence
Pomeroy, Barry & Anita

Raddatz, Chris
Redwood Credit Union
Reedy, Susie
Renne, Louise
Reyes, Arty
Reyes, Rianna
Reynolds, Teresa

Rios, Bertha & Salvador
Rios, Kelly
Rippey, Jennifer
Rosendin Foundation
Rotary Club, Napa Sunrise
Saether, Allison
Sanchez, Janet

Schramm, Anne
Segal-Wood, Susan
Solberg, Stephanie

St, Vanissa
Stack, Mary
Stephens, Peter
Stewart, Jay & Diane
Stewart, Donald
Stoker, Marie

Taramasso, Joan
Thompson, William & Jamie
Trudelle, Suzanne
Turnipseed, Stephanie
Varrasse, Ray & Faith
Wahle, Stephen & Shelly
We Mail It For You
Webb, Kelly
West America Bank
Williams, Missy
Wilson, Joyce
Wulf, Ellen
Zara, Ana
Zastrow, Jane

BSG Members:

Adele & John Baumgartner
Tom & Jeanette Bennett

Marilyn Bond
Larry Borgo
Jonell Chrisco
Nancy Duckhorn
Lynelle Heuschobor

Collette Jotter

Alejandro Navarro

Eric & Dinia Paananen

Please forgive us if we have inadvertently omitted or misspelled your name. Call NVSS at 707.253.7490 with any corrections, omissions or preferences.



Napa Valley Support Services

Board of Directors

Bob Nations
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Stephen Bakalyar
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Elizabeth Anderson
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Executive Director

Anita Pomeroy
Human Resources Administrative
Director

Emmy Bennett
Day Services Programs Director

Jeannie Smith
Napa Personnel Systems Director

Our Vision

Individuals with disabilities
are valued and feel valued
by society.

Our Mission

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

Our Values

We believe in...

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

A collaborative approach to
solutions, innovation and
creativity

Continuous quality
improvement

Respecting different
communication styles.

Prioritizing understanding
before action

Interested community members may contact Bob Nations regarding board involvement via email: bnations@seniorhelpers.com

Counties Served: Napa, Solano 1119 Jordan Lane., Napa, CA 94559 | (707) 253-7490 | www.Napavalleysupportservices.org | **Contact:**

Imperial Way: emmy@napavalleysupportservices.org

Brown Street Gallery: emmy@napavalleysupportservices.org

Napa Personnel Systems: Jeannie@napavalleysupportservices.org

Recruitment: allie@napavalleysupportservices.org

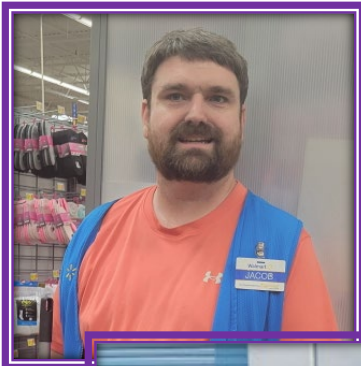




Napa Valley Support Services

1119 Jordan Lane
Napa, CA 94559

To:



Pledging Financial Support Makes a Difference

Donor Name: _____

Address: _____

Phone #: _____

Email: _____



Enclosed is my donation for:

\$500 \$250 \$100 \$50 \$25 Other \$ _____

Enclosed is my check Please charge my credit card \$ _____ Name on card: _____

Credit Card #: _____ Expiration Date: _____ CVV# _____ Zip Code: _____

Please initial below to select the frequency of your donation. By doing so, you agree to have your credit card debited as follows:

One Time Weekly Monthly Quarterly Semi-Annually Annually

In Kind Donations through our Amazon Wish List are gratefully accepted: <https://shorturl.at/zgGRt>

Return to:

Napa Valley Support Services
1119 Jordan Lane
Napa, CA 94559



Napa Valley Support Services

Donate through our website: <https://www.napavalley-supportservices.org/donations-funding/>

Scan the QR Code to make a donation

