



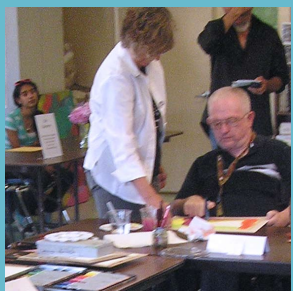
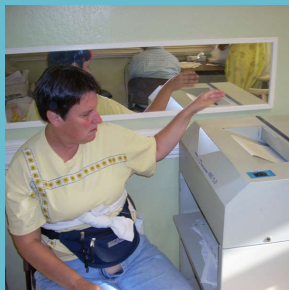
Napa Valley Support Services

The proud parent organization of

Imperial Way Program

Napa Personnel Systems

Brown Street Gallery



Annual Report 2009

Many Thanks to All of Our Donors

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Napa Valley Wine Train
Napa Valley Yacht Club
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TC Wine Consulting
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Vallerga's Market
Vander Heyden Vineyards
Van Winden's Nursery
Veolia Transportation
Viader Family Vineyards
Welcome Wagon
White Rock Winery
ZD Wines

Letter from the Executive Director

Dear Supporters,

This year the situation with our economy is unprecedented and here at Napa Valley Support Services (NVSS) it has been no different. NVSS has sustained severe budget cuts that have resulted in a reduction to our work force. This reduction will not immediately affect the individuals we serve but over time could erode the services we provide.

Over the last year we have partnered with individuals, families, foundations and other funding sources to maintain our mission. NVSS is committed to provide quality services and we are doing everything in our power to ensure this commitment!

In April the Viader Family generously offered their beautiful winery, hors d'oeuvres and wine to sponsor a fundraiser for NVSS, "Together We Can Make A Difference". Dedicated volunteers including NVSS employees and the Viader Winery staff did make a difference. We began to educate our community about NVSS and raised over \$30,000.00 to support our programs and services! Please plan to join us by volunteering your time or attending this wonderful event next year.

It requires many foundations, businesses and individuals to partner (and we have some special ones) with Napa Valley Support Services to enable us to be such a successful, special organization. If you believe and care about what NVSS does we need your support, no amount is too small. If you are unable to donate funds and want to support NVSS please contact me (see below) for other ways you can partner with us, either through a donation of your time or through in-kind support. We value our supporters and partners and look forward to continuing our relationships in the years to come.

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

FINANCIAL REPORT LEGEND

- (1) Contracts and grants increased \$40,466.
- (2) Total revenue increased \$25,744.
- (3) Program services expenses decreased \$(95,344).
- (4) Supporting services expenses increased \$11,972.
- (5) Total expenses decreased \$(83,372).
- (6) Net profit increased \$109,116.
- (7) The Development Fund incurred a loss of \$(60,699).
- (8) Cash and securities in the general fund at year end were \$583,398, an increase of \$190,570.
- (9) Working capital increased by \$89,089 to \$991,344 at year end.



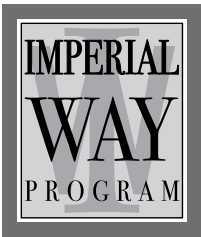
Napa Valley Support Services

Board of Directors

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Director	Stephen Bakalyar
Director	Deborah Brunner
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NVSS Financial Highlights - Year Ended June 30, 2009

	6/30/08	6/30/09	INC (DEC)	
REVENUE				
Contracts and Grants	3,104,968	3,145,434	40,466	(1)
Interest & Dividend Income	29,966	14,046	(15,920)	
Realized/Unrealized Gains (Losses) on Investments	(45,240)	(69,065)	(23,825)	
Fundraising	-	31,425	31,425	
Contributions	88,472	87,738	(734)	
Other	18,497	12,829	(5,668)	
Total Revenue	3,196,663	3,222,407	25,744	(2)
EXPENSES				
Program Services Expenses	2,830,560	2,735,216	(95,344)	(3)
Supporting Services Expenses	386,242	398,214	11,972	(4)
Total Expenses	3,216,802	3,133,430	(83,372)	(5)
INC (DEC) IN NET ASSETS	(20,139)	88,977	109,116	(6)
DEVELOPMENT FUND	377,328	316,629	(60,699)	(7)
CASH & SECURITIES - General Fund	392,828	583,398	190,570	(8)
Working Capital - Current Assets Less Current Liabilities	902,255	991,344	89,089	(9)



This past year NVSS Imperial Way has concentrated on the wellness of staff and clients. We're growing vegetables, exercising more and working harder than ever in the community and at our Imperial Way site. Here are a few highlights of the past year.

Several months ago a group from the Imperial Way Program began attending an exercise class at the Senior Citizen Center of Napa. Every Tuesday and Thursday morning a group of five to six individuals head to the center for an hour of exercise with 30-40 local seniors.

During class, participants perform a wide array of exercises including stretching, beanbag throw and catch, seated and cardiovascular exercises. Everyone who attends from NVSS loves the class and looks forward to going each week.

The folks at the Senior Center have welcomed our group with open arms and greet them all by first name. Alex C. receives compliments regularly on the great job he does during workouts and several seniors have requested working out next to him for motivation. Alex has noticeably increased his stamina over the past few months.



This year (after a one year hiatus), NVSS Imperial Way is once again growing vegetables at Milliken Creek Farm. We have four raised beds full of beautiful vegetables and herbs. Groups go out to the farm a few times a week to water and maintain their prized gardens as well as relax in the beautiful park-like setting. When the vegetables are ready for harvest the groups gather their bounty and take some home to share with their family and

friends, or use them during one of several cooking classes at NVSS.

Several clients who were opposed to eating vegetables in the past can't get enough of them now. It seems our clients



and staff are much more open to eating fresh vegetables when they have participated in growing, harvesting and cooking them. The garden also offers our clients a great place to unwind, reduce stress and increase their mental and physical health.

Since 1998 NVSS has been proud to be employed at the Culinary Institute of America (CIA) Greystone in St Helena. Charged with keeping the CIA grounds free of trash, swept and looking nice, the four crew members have worked hard at their jobs.

Recently the CIA opened a new property on Pratt Avenue called Vineyard Lodge where students and distinguished guests of the CIA stay during their education or for special events. These grounds are often the first and last impression of the Culinary Institute that students and guests experience.

In July of 2009 the NVSS crew was put in charge of maintaining this LEED Certified property. Their jobs involve sweeping patios and sidewalks, washing windows, emptying trash cans and keeping the parking lot well maintained.

Working at the CIA has helped NVSS workers attain important things for their lives. When Paul first started working at the CIA he lacked confidence and initiative and worked just two days a week. With the assistance of a job coach he was able to attain skills that boosted his self-esteem and focus. Paul now works five days a week for three hours each day and is a pivotal member of the crew. Due to his newfound confidence Paul has moved away from his family home to a supported living situation.

Burrell attended NVSS' Calistoga Program for many years, but decided when it became the Brown Street Gallery that he wanted a job. He has worked at CIA since 2005 and can be relied upon to consistently do his job every day. Burrell is very proud of the fact that he recently moved into his own apartment.

Mark has been working at the CIA since 2001. He knows what needs to be



done and he does it. As a movie buff and avid artist, Mark relies on his job at CIA to earn money to purchase movies and art supplies.

Chris is the newest member of the crew. His job coach has helped him find ways to remember the sequence of his job responsibilities, as short-term memory is difficult for him. Chris has goals of working more independently, and this job is helping him build sequencing and memory skills he will need in the future.

In the last year State funding cuts to the Brown Street Gallery have resulted in reduced funds to our arts program. However we chose to focus on our accomplishments and ask others to partner with us to maintain and increase our successes.



We are excited to have new and continued opportunities for Brown Street Gallery (BSG) to raise funds that involve our artists. Featured here are a few of those opportunities.

Human Draw-in

BSG and the Napa Nest Fund held its first fundraiser this past June. More than 50 local and BSG artists worked together to create art in a spontaneous environment. BSG artists found the event fun, lively, and exciting as they donated their talents to raise much needed funds. Due to the hard work of the artists, volunteers and sponsors, over \$1,200.00 was raised.

The success of this collaboration has reverberated within the local community as outsider art has begun to crossover and blur the lines of traditional art.

The band, *Five Cent Coffee* and friends donated their time, energy, and



Summer Time Means Flower Time

Milliken Creek Farms has once again allowed the artists from BSG to pick and sell their beautiful sunflowers and zinnia's.

A small group from the gallery travels to the farm early Wednesday mornings to harvest the flowers. They carry with them buckets and shears, ready to take on this rewarding task.

The artists take this work very seriously and can spend up to an hour choosing and harvesting just the right flowers. The flowers not only benefit BSG as a whole, but they are also a source of



unique musical style. Their music created an ambience for the participants to free-think and to allow observers a moment inside the mind of an artist.

During this live event participants were able to think outside the box and create innovative pieces.

We are hopeful that this will be an annual event and will only get better with time.

Local artists (above and left) volunteered their time to create original art in front of spectators. The finished pieces were available at a set flat fee.



artistic inspiration. Gallery artists paint and draw the pretty flowers, bees, and butterflies that they have seen at the farm.

The artists then return to the gallery and prepare the flowers for display on our flower stand.

We hope that you will come and visit us at the gallery, take in the current show and leave with a beautiful bouquet.

Please Support Employers who Support Individuals with Disabilities

Crew Job Sites

Allen, Shea & Associates
 American Red Cross
 A.T. & T.
 Becoming Independent
 City of American Canyon
 Culinary Institute of America
 Disability Services & Legal Center
 Devlin Road Transfer Station
 Ernest Heine & Assoc.
 Gallagher & Mierch, Inc./Vallejo Village
 Land Trust of Napa County/Connolly Ranch
 Lixit Corporation
 Napa County Trans. Planning Agency
 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+)

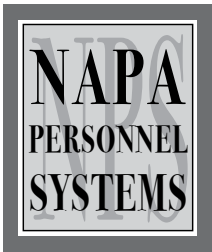
Individuals' Job Sites

Aegis Assisted Living
 Alta Bates Summitt Medical Ctr.
 Alternatives For Better Living
 Buttercream Bakery
 Cakebread Cellars
 California Conservation Corps
 Camp Rawhide
 Carl's Jr.
 Cartons & Crates
 Church Mouse Thrift Store
 Definitely Different
 Epps Chevrolet
 Fairfield Inn & Suites
 Family Drug
 Fazzeratti's
 Frida's Mexican Grill
 In-Home Support Services (IHSS)
 Jiffy Lube
 JV Wine & Spirits
 Little Caesar's
 Lucky Store #730
 McDonalds
 Meritage Resort

Minuteman Press
 Nob Hill Foods
 Piner's Nursing Home
 Radio Shack
 Raley's Supermarket
 Safeway Stores:
 Napa, St. Helena,
 Sonoma, American Canyon
 Salvation Army
 Silverado Country Club
 Sonoma Developmental Ctr.
 Sunshine Foods
 Taco Bell
 Target
 3 G Welding & Fabrication
 Togo's
 Umpqua Bank
 Vermeil/OnthEdge Wines
 Vallergera's Market
 Vintage Estates
 Walmart
 Wendy's Restaurant
 Whole Foods Market

NPS Effectiveness, Efficiency & Satisfaction Report

SUPPORTED EMPLOYMENT	FIGURES ARE PERCENTAGES							
	1/09-6/09	7/08-12/08	1/08-6/08	7/07-12/07	1/07-6/07	7/06-12/06	1/06-12/06	7/05-12/05
EFFECTIVENESS GOAL: 100% of individuals placed will be placed within 90 business days.	75	100	82	83	67	100	40	43
EFFICIENCY GOAL: 85% of individuals are contacted within 5 business days of referral.	100	100	100	100	100	NA	100	100
85% of individuals will have weekly contact.	100	100	100	100	100	NA	100	100
SATISFACTION GOAL: 100% of individuals placed express overall job satisfaction.	97	100	100	100	93	92	100	93
80% of individuals are satisfied with the hours they are working.	90	85	89	89	82	81	95	82
100% of individuals are satisfied with NPS support.	100	100	100	97	100	100	100	100
EMPLOYMENT SERVICES								
EFFECTIVENESS GOAL: 100% of individuals placed will be placed within 90 business days.	50	27	82	86	50	38	57	100
EFFICIENCY GOAL: NPS will contact a minimum of 85% of individuals referred within 5 business days of referral.	100	100	100	86	100	100	100	100
NPS will maintain weekly contact with a minimum of 85% of individuals on referral list.	93	100	80	85	85	100	85	100
SATISFACTION GOAL: 100% of individuals are satisfied with NPS support.	100	100	100	100	NA	NA	NA	NA
100% of individuals feel they have enough contact.	94	100	100	100	NA	NA	NA	NA



Napa Personnel Systems (NPS) provides employment services to people with all types of disabilities including: traumatic brain injury, depression, cognitive disabilities, learning disabilities and more.

We develop jobs in a wide arena exploring opportunities in fields including: medical billing, clerical, janitorial, driving, dispatch, etc. We employ 27 staff with a variety of life experiences and educational backgrounds. The diversity of these backgrounds meets the needs of the diverse clientele we serve.



Last year 33 individuals found jobs with NPS assistance with employers such as California Conservation Corp and Sonoma Developmental Center. Currently we are supporting 66 individuals who are actively employed and 53 individuals who are searching for work. The goal of NPS is to find that perfect job for everyone!

Tim's Story

Tim held a long work history in a variety of jobs from molding specialist to security guard. Severe learning disabilities enabled Tim to obtain a Department of Rehabilitation counselor who then referred him to NPS for employment services.

Successful long-term employment had always eluded Tim, yet he proved to be a responsible and motivated jobseeker that just needed the right opportunity to come along.

NPS assisted Tim in creating a resume, discussing the pros and cons of work opportunities, while building his interview confidence. NPS also assisted Tim with filling out job applications.

People with learning disabilities tend to have low confidence and miss opportunities to reach their fullest potential. What seems simple, like filling out a job application, can actually seem quite impossible to many of our clients.

Tim accepted a highly competitive position this last April at Sonoma Developmental Center, which met his need for full time work with benefits, as well as providing a career he could retire in. His title is Maintenance and Service Occupational Trainee.

On his first day of work Tim was handed a six-inch thick manual of specialized janitorial techniques that he would need to learn and be tested on. As one can imagine, Tim was overwhelmed with this thick, detailed manual. He couldn't help but be discouraged. That's where NPS Job Coach came in. He provided encouragement and two weeks of intensive coaching to assist Tim with organizing the many tasks he would need to complete in his 8-hour shift. Though accustomed to working independently, Tim found the job coaching helpful, "I like Alan. He's a good guy."

NPS continues to support Tim with weekly tutoring sessions in order to assist him with his state exam. Tim is feeling confident about the test. "I think I'm ready for this. I know my job."

The following e-mail acclamation from one of Tim's supervisors was passed on to the job coach.

"Tim is a joy to have on our unit. He is an amazing worker. He works quickly and follows the health and safety of the facility. He is polite and respectful of staff and clients."

Tim says of his new post, "It's a good job. I feel like a new man."



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www.napavalleyssupportservices.org

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Napa Valley Support Services



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



If you have any questions or need assistance contact:
Katy Vanzant 707.253.7490

or

Katy@napavalleyssupportservices.org

