



# Napa Valley Support Services

The proud parent organization of



IMPERIAL  
WAY  
PROGRAM

Napa Valley Support Services



NAPA  
PERSONNEL  
SYSTEMS

Napa Valley Support Services



BROWN  
STREET  
GALLERY

Napa Valley Support Services

## Annual Report 2012



*Together We Make A Difference*

# Many Thanks to All of Our Donors

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## Businesses, Foundations & Organizations

About Face  
Acacia Vineyard  
Allen, Shea & Associates  
Arthur Choquette Memorial Trust  
Auction Napa Valley  
Barnett Vineyards  
Bounty Hunter Rare Wine & Provisions  
Cakebread Cellars  
Ceja Vineyards  
Celadon Restaurant  
Compadres Rio Grill  
Compass Financial Group, UBS  
Conscious Care  
Culinary Institute of America  
Dean & Deluca  
di Rosa  
Digital Connections  
Distinguished Vineyards & Wine Partners  
Domaine Carneros  
Dominic's Genova Deli & Ravoli Factory  
Downtown Joe's  
Exertec Fitness Center  
Flora Springs  
Frank Family Vineyard  
Fume Bistro & Bar  
Gasser Foundation  
Gillwoods Café  
Greenhaus European Day Spa  
Gustavo Thrace Winery  
Heartfire  
Homewood Winery  
Honig Vineyard & Winery  
Judd's Hill  
Julie Crawford Design  
Knights of Columbus  
Lang & Reed Wine Co  
Markham Vineyards  
Meadowood Napa Valley  
Mumm Napa  
Napa Jet Center  
Napa Valley Community Foundation  
Napa Valley Opera House  
Napa Valley Vacuum & Sewing  
Napa Valley Welcome Club  
Oakville Ranch Vineyards  
Paradigm Winery  
Pearl Restaurant  
Perry & Company  
Pride Mountain Vineyards  
Rancho Gordo  
Ravenswood Winery  
Reclaimed Décor  
Renteria Wines  
Ristorante Allegria  
Rudd Oakville Estate  
Sabina Vineyards  
Senior Helpers  
Shafer Vineyards  
Sherwin Family Vineyards  
Silverado Brewing Company, LLC  
Silverado Resort  
Spottswoode Estate Vineyard & Winery  
St Helena Wine Center  
St. Mary's Guild  
Stanton Vineyards  
Sutter Home Winery  
Synergy, a Medical Fitness Center  
The Mustard Seed  
Trefethen Family Vineyards  
Trincherro Family Estate  
Tulocay & Co  
Unitarian Universalist Fellowship of the North Bay  
V Sattui Winery  
Vallerga's Market  
Viader Vineyards & Winery  
White Rock Vineyards  
Windermere Napa  
ZD Wines

## Executive Director Message

### Together We Make A Difference

Napa Valley Support Services (NVSS) is the Napa Valley's largest provider of services for people with disabilities. We enhance the quality of life for over 300 adults with developmental and other disabilities every year—providing opportunities for employment, education, creative expression and community involvement through our Imperial Way Program, Brown Street Gallery, and Napa Personnel Systems. We engage a vast array of resources to address the ever changing needs of our participants over time.

Our goal for each person is to see they get maximum satisfaction out of each day, to expand their capabilities and opportunities to work, and to promote lifelong learning. Our hope is to see them engage with the world, advocating for themselves to get what they need. When the people we support are able to demonstrate the contributions they can make, we change the way the world responds to disability.

We are seeking businesses and individuals who would like to take the opportunity to partner with NVSS either through contributions, volunteering your time or perhaps you have an employment opportunity. Please feel free to contact me with your interest and/or visit our website for more information.

Sincerely,  
 Beth Kahiga, MRA  
 Executive Director  
 707.253.7490  
 Beth@NapaValleySupportServices.org  
 www.NapaValleySupportServices.org



### Napa Valley Support Services

For more information  
 about Napa Valley Support Services  
 and/or 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	Kim McPherson
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### NVSS Financial Highlights - Year Ended June 30, 2012

	6/30/2011	6/30/2012	INC (DEC)
<b>REVENUE</b>			
Contracts and Grants	3,183,302	3,068,544	(114,758)
Interest & Dividend Income	15,972	12,044	(3,928)
Realized/Unrealized Gains (Losses) on Investments	67,232	(13,759)	(80,991)
Fundraising	74,836	39,990	(34,846)
Contributions	59,737	46,887	(12,850)
Other	48,113	17,599	(30,514)
<b>Total Revenue</b>	<b>3,449,192</b>	<b>3,171,305</b>	<b>(277,887)</b>
<b>EXPENSES</b>			
Program Services Expenses	2,831,407	2,768,994	(62,413)
Supporting Services Expenses	437,203	387,381	(49,822)
<b>Total Expenses</b>	<b>3,268,610</b>	<b>3,156,375</b>	<b>(112,235)</b>
<b>INC (DEC) IN NET ASSETS</b>	<b>180,582</b>	<b>14,930</b>	<b>(165,652)</b>
<b>DEVELOPMENT FUND</b>	<b>557,094</b>	<b>554,527</b>	<b>(2,567)</b>
<b>CASH &amp; SECURITIES - General Fund</b>	<b>766,573</b>	<b>731,554</b>	<b>(35,019)</b>
<b>Working Capital - Current Assets Less Current Liabilities</b>	<b>1,428,061</b>	<b>1,443,839</b>	<b>15,778</b>



## IMPERIAL WAY PROGRAM

Napa Valley Support Services

## G-L-O-R-I-A

*Gloria is an exuberant, engaging person with a very strong, ready laugh and an enormous personality.*

**T**o know her is to love her. Gloria is a 26-year-old woman with a HUGE personality, who has overcome a mountain of challenges over the last couple of years



and throughout her life. When Gloria first came to NVSS (Imperial Way Program) she was very set in her ways.

If things weren't done just the way she wanted and if she didn't get her own way, she would get very upset. She would yell and swear at staff or anyone who was in her way. Gloria, at that time, didn't like being at NVSS and really was unhappy with where she was living. She would come to program and try to sleep all day and would refuse to participate in scheduled activities and work.

As time went on and after many challenging days, Gloria met a young man that attends NVSS by the name of Luis. In no time they became a couple



and Gloria seemed to immediately become a happier, more driven individual. She began to ask to work on a daily basis. She no longer tried to sleep while at NVSS, and she started smiling and laughing a whole lot more. She all of the sudden transformed into a young woman with a purpose in life.

Over the next several months Gloria created her own paying job (cleaning the kitchen twice a week at NVSS) and takes GREAT pride in how clean she keeps the kitchen. She began working on a regular basis at Lixit and on housekeeping crews. Gloria started following her schedule without getting upset and really started to enjoy and look forward to coming to NVSS each day. But there was still one thing that Gloria was unhappy about and that was her living arrangement.

Gloria is a very determined and independent woman who made it well known (on a daily basis) that she was ready to move into supported living like her boyfriend Luis. After countless meetings and assessments and lots of support and advocacy from NVSS, it was determined that Gloria was finally a candidate for supported living.

Over the next 10-12 months Gloria waited and waited, making the best of her current living arrangement,



staying focused on her relationship with Luis and her work at NVSS. Finally on June 27, 2012 Gloria met with Community Connections and got word that she would be moving into her own place, with a roommate, in three days! When Gloria came back to NVSS with the news she was smiling from ear to ear and couldn't stop telling everyone of the great news.

Gloria is an exuberant, engaging person with a very strong, ready laugh and an enormous personality. She has overcome things in her life that most of us have nightmares about. Gloria has become a very loving, determined, likeable person despite all she has been through.

Gloria is a true survivor and we look forward to sharing the next chapter of her life with her.



**BROWN  
STREET  
GALLERY**

Napa Valley Support Services

*Brown Street Gallery artist collaboration brought in more than \$1,600 at the annual fundraiser.*

This year, Brown Street Gallery was pleased to present the very special collaboration between community artist Maash Pascal and Brown Street artist Sal Gutierrez.

Maash is a volunteer at Brown Street Gallery. She often spends her time helping clients develop their art, and curating shows. After viewing many client art pieces, Maash found herself consistently attracted to Sal's work. She thought he would like to see a book of artist Jean-Michel Basquiat's work illustrating his use of imaginary animals. Maash brought the book of the artist's work for Sal to see and he immediately gravitated to a picture of a dragon.

Sal is known for his whimsical creatures and he expressed interest in interpreting the dragon. That was the starting point of the first piece that he and Maash collaborated on. "Sal is open to new ideas and that makes it easy to collaborate with him,"



explained Maash. The artists collaborated on two pieces that were selected for the live auction at our annual fundraiser "Together we can make a difference." The two pieces raised more than \$1,600.00. Maash

definitely anticipates future collaboration projects with Sal.

Brown Street Gallery also participated in the Art Ability Festival this year and plans to participate annually each October. The festival takes place on the beautiful waterfront in Napa behind the General Store. Several agencies participate and it's a great way to spend an afternoon.

# 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  
 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  
 Vintage Estates  
 Villagio Inn & Spa  
 Vintage Inn  
 Wendy's Restaurant  
 White Rock Winery  
 Yard Maintenance Sites (40+)

Carl's Jr.  
 Classic Automotive Repair  
 Complete Janitorial  
 Dog World  
 Fazzerratti's  
 Frank's Janitorial  
 Fresh & Easy  
 Frida's Mexican Grill  
 Gott's Roadside  
 Javco Window & Glass  
 Kohl's  
 Meritage Resort  
 Napa Parks and Recreation  
 Napa Personnel Systems  
 Nob Hill Foods  
 North Bay Housing Coalition  
 Petco  
 Pharmaca Integrative Pharmacy  
 Raley's Supermarket  
 Safeway Stores (Napa, American Canyon)  
 Senior Helpers  
 Target Store  
 Vallergera's Market  
 Vintage Estates  
 Wal-Mart (Napa, American Canyon)  
 Whole Foods Market



## Individuals' Job Sites

A & T Custom Golf Carts  
 Aegis Assisted Living  
 Arbor Guest House

## NPS Effectiveness, Efficiency & Satisfaction Report

SUPPORTED EMPLOYMENT	FIGURES ARE PERCENTAGES									
	1/12-6/12	7/11-12/11	1/11-6/11	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
<b>EFFECTIVENESS GOAL:</b> 85% of individuals placed will be placed within 90 business days.	70	63	50	100	75	63	75	100	82	83
<b>EFFICIENCY GOAL:</b> 95% of individuals are contacted within 5 business days of referral.	100	100	100	100	100	100	100	100	100	100
95% of individuals will have weekly contact.	100	100	100	100	100	100	100	100	100	100
<b>SATISFACTION GOAL:</b> 95% of individuals placed express overall job satisfaction.	100	100	100	100	100	100	97	100	100	100
90% of individuals are satisfied with the hours they are working.	100	94	94	100	92	90	90	85	89	89
95% of individuals are satisfied with NPS support.	100	100	100	100	100	100	100	100	100	97
EMPLOYMENT SERVICES										
<b>EFFECTIVENESS GOAL:</b> 95% of individuals placed will be placed within 90 business days.	50	57	39	56	42	50	50	27	82	86
<b>EFFICIENCY GOAL:</b> NPS will contact a minimum of 95% of individuals referred within 5 business days of referral.	100	100	100	100	100	100	100	100	100	86
NPS will maintain weekly contact with a minimum of 95% of individuals on referral list.	100	91	100	100	100	93	93	100	80	85
<b>SATISFACTION GOAL:</b> 95% of individuals are satisfied with NPS support.	96	100	93	79	100	91	100	100	100	100
95% of individuals feel they have enough contact.	100	100	86	89	100	100	94	100	100	100



## NAPA PERSONNEL SYSTEMS

Napa Valley Support Services

*NPS sees many successes.  
They come in all shapes and sizes.*

**N**PS assists individuals across disabilities towards a variety of personalized employment goals. We focus on what people can and want to do. The positive outcomes of NPS services are paying jobs, increased self-esteem and confidence.



Job placements span a variety of employment arenas. This year jobs included: dog groomer, dispatcher for an HVAC company, speech language pathologist assistant, independent living advocate, production worker, instructional assistant, houseman at a hotel resort, driver, etc. Often, individuals seeking our assistance have never worked, while others have a long work history experiencing their disability later in the life.

David, a 19-year-old man with learning disabilities, said he “never felt good enough” about himself. Because he had no work experiences, short-term assessments were arranged at Aegis Living of Napa (Senior Retirement Community) and Wal-Mart. The Aegis Chef said to David when it was time to end the assessment,

“You know, I am really going to miss you. You did a great job.” David was moved to let his job coach know that he had never had anyone say that to him before. At Wal-Mart his self-esteem increased further; by the end of the assessment he was able to regularly greet and assist customers, something he never thought he would be able to do.

Laurie, who experiences depression, came to NPS with a long work history in what she called “man jobs”, such as working in the refineries. She sought NPS’ help to find an administrative assistant job. As a regular participant in the 2x weekly job club, she said that NPS helped with preparing for interviews, how to dress, and what questions to ask employers. “And thank you for the encouragement that helped build up my confidence again!”

After several weeks of training, John, a developmentally disabled man who works at Lixit, learned to unscrew a lid from a dog treat project and start over if it went on crooked rather than to con-



tinue twisting, trying to jam it on or passing it on as finished. John learned a new technique and did it carefully. He has learned assembly-line type techniques, turning the entire bottle upside down before applying labels to all of them and before twisting on the lids. He proudly demonstrates his newly learned techniques to all interested parties!

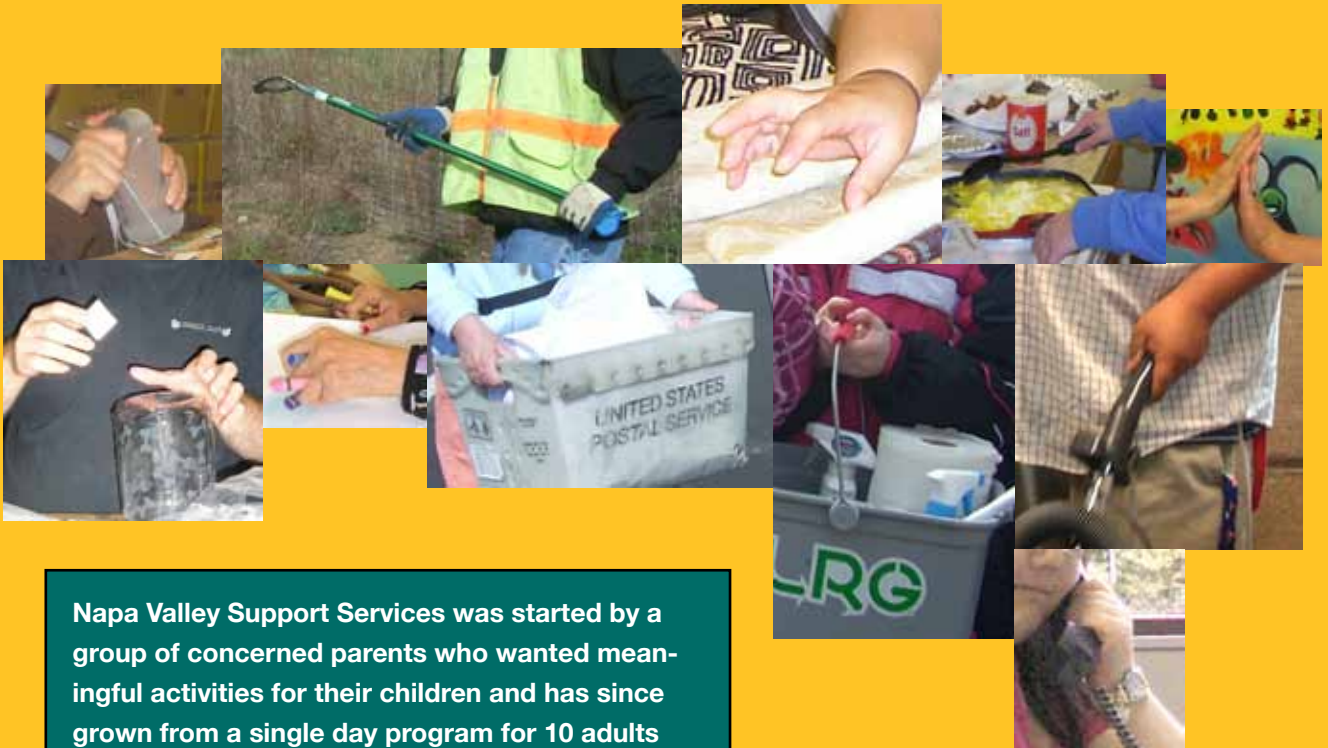
Out of the 41 people who found jobs (with the assistance of NPS) this last year, 90% are still employed!





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www.napavalley-supportservices.org



Napa Valley Support Services was started by a group of concerned parents who wanted meaningful activities for their children and has since grown from a single day program for 10 adults into three programs that provide services to more than 275 individuals with disabilities annually.



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