



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

Together We Make A Difference

ANNUAL REPORT 2013



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Businesses, Foundations & Organizations

ABC Bakery
About Face
Alix Grier, Lotus Salon
Anna Maier, Lotus Salon
Arthur Choquette Foundation
Awaken Massage
Biale Vineyards
Black Sears
CARE (Cornerstone Assisted Riding & Equitherapy)
Ceja Vineyards
Celadon Restaurant
Desirie Luieth, Lotus Salon
Enterprise Fleet Management
Enterprise Holdings Foundation
Exertec Fitness Center
Flora Springs Winery
Frog's Leap Winery
Fume Bistro & Bar
Hagafen Cellars
Helen Lyall Clothes for Women
Honora Graeber, Julie's Nail Nook
Julie Crawford Design
Julie Schultz, Julie's Nail Nook
Karl Lawrence Cellars
Knights of Columbus
Lang & Reed
LDVALI LLC
Meadowood Napa Valley
Morimoto Company
Mumm Napa
Mustard Seed
Mustards Grill
Napa Jet Center
Napa Valley Adventure Boot Camp
Napa Valley au Naturel
Napa Valley Community Foundation
Napa Valley Opera House
Napa Valley Vintners
Napa Valley Welcome Club
Napa Wine Company/Oakville Winery
Natural Health by Design
O'Shanughnessy Winery
Oakville Ranch Vineyards
Outpost Wines
Pacific Blues Café
Patz & Hall Winery
Peter A. & Vernice H. Casser Foundation
Pilates Napa Valley
Pride Mountain Vineyards
Pure Skin Spa
Ren & Marilyn Harris, Paradigm Winery
Renteria
Retro Cellars
Ristorante Allegria
Robie Satirlir, Lotus Salon
Saintsbury
Shafer Vineyards
Silver Oak Cellars
Silverado Resort
Smith-Madrone
Spottswode Estate Vineyard
St. John's Lutheran Church
St. Mary's Guild
Stanton Vineyards
Sushi Mambo
Taylor Family Vineyards
The Beaded Nomad
The Hess Collection Winery
The Lagunitas Brewing Co
Trefethen Family Vineyards
Trinchero Family Estates
Tulocay & Company
Vallerga's Market
Veronica Gibson, Lotus Salon
Viader Vineyards & Winery
Villaggio Inn/Spa
Violet, Lotus Salon
White Rock Vineyards
Windermere Real Estate
ZD Wines

Executive Director Message

Together We Make A Difference

Year after year I continue to truly appreciate being part of Napa Valley Support Services. As many of you know, NVSS has been in existence since the mid 1950s. Annually, NVSS provides services to over 375 individuals with disabilities. This includes individuals with autism, mental retardation, cerebral palsy, epilepsy and other developmental disabilities. Many of you may not be aware that NVSS also provides services and support to individuals who are deaf, have physical challenges, bi-polar disorders, anxiety disorders and mental health challenges.

I am continuously inspired by the growth, development and progress made by the individuals we support and provide services to. Of course without our dedicated staff, none of this would be possible.

Please enjoy the NVSS annual report and for more information, including survey results, information on our next fundraiser and volunteer opportunities, please visit www.NapaValleySupportServices.org. Because with your support, Together We Make a Difference in the lives of individuals with disabilities.

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

NVSS Financial Highlights - Year Ended June 30, 2013

Board of Directors	
President	Peggy Hamilton
Vice President	Walter Hampe
Secretary & Treasurer	John Shea
Director	Stephen Bakalyar
Director	Joan Harrison Cohn
Director	Marta Cornejo
Director	Robert Nations
Director	Alex Reyes

	6/30/2012	6/30/2013	INC (DEC)
REVENUE			
Contracts and Grants	3,068,544	3,125,040	56,496
Interest & Dividend Income	12,044	18,997	6,953
Realized/Unrealized Gains (Losses) on Investments	(13,759)	38,723	52,482
Fundraising	39,990	28,237	(11,753)
Contributions	46,887	64,052	17,165
Other	17,599	13,546	(4,053)
Total Revenue	3,171,305	3,288,595	13,546
EXPENSES			
Program Services Expenses	2,768,993	2,751,598	(17,395)
Supporting Services Expenses	387,382	418,092	30,710
Total Expenses	3,156,375	3,169,690	13,315
INC (DEC) IN NET ASSETS	14,930	118,905	103,975
DEVELOPMENT FUND	554,527	586,257	31,730
CASH & SECURITIES - General Fund	731,554	244,08	(487,472)
Working Capital - Current Assets Less Current Liabilities	1,443,839	1,538,524	94,685



IMPERIAL WAY PROGRAM

Napa Valley Support Services

Imperial Way Program's Computer Lab gets a professional makeover from CyberMill Technology Students

This past May 2013, the incredible students from CyberMill Technology Center in Napa installed six Dell computers and six flat screen monitors at Napa Valley Support Services (NVSS). On top of that, they supplied NVSS with two routers which they used to hook up

Cognitive: Cause and effect, repetitive action, sensory stimulation.

Behavioral: Improved purposeful activity, reduction of anxiety/stress.

Visual/motor perception: Color discrimination and eye hand coordination.

Instructors are now able to utilize

When asked what they like best about the new computers, the clients said:
"I love everything about them."
"They are great!"
"The variety of things I can now do on them."
"I love listening to music and learning new things."

The once barren, outdated computer lab is now the most popular room at NVSS and both the clients and staff at NVSS want to THANK CYBERMILL for all of their hard work and generosity in making this happen!

Funds for this project were received by NVSS through a collaborative Capacity Building Grant composed of the following funders: Napa Valley Vintners, E. Richard Jones Family Foundation, Gasser Foundation and the Napa Valley Community Foundation. The computers were originally donated to CyberMill from Napa County IT Department.



four computers to the Internet and they installed antivirus protection with all necessary programs.

The students also offered free computer classes for any NVSS instructors that might need them. Clients are now able to research current events, check out news headlines, play educational games, listen to music and access educational sites like "Do To Learn". The games and programs that have been installed are designed to facilitate the following skills:

a variety of adaptive devices so even the lowest skilled clients can now use the computers. They include switches, buttons and Picture Exchange Communication images used for communication.

In the past, our older computers would frequently crash and were not user friendly, which made it discouraging for anyone to use.





BROWN STREET GALLERY

Napa Valley Support Services

*What's your sign?
Heather and Bonnie help Brown Street Gallery
participants find out "first hand."*

A Sign Language Class started at Brown Street Gallery in 2013. Bonnie, the BSG Program Assistant, leads the class. One participant, Heather, who is deaf and

Heather enjoys interacting with her peers especially when she catches a mistake and corrects the person. She also likes to tell people when it's time to go to class.



uses a wheelchair, assists Bonnie in teaching the class participants a variety of signs. When Heather sees Bonnie arrive in the morning she wheels herself across the room to Bonnie and signs "class, help and book." And when the class is finished, Heather will sign to the class that it's "time to stop now and go back to work."

Every Monday and Wednesday class begins with the five participants signing their "name sign." The group then signs the person's name as well.

Everyone has their own sign language book with pictures of the signs that they practice such as colors, days of the week, and food choices. After being shown a picture of an item, Heather shows the group what the sign is and they imitate the sign that she shows them.

The group has rotated so that a large number of clients have positive interactions with each other and with Heather. Artists now

tell Heather how beautiful her art is using the sign language they have learned!



Brown Street Gallery produced *Ocean*, the *Holiday Sale* and *Male Perspective*. We also had art at the Library this past year. If we haven't



seen you recently we would love to have you as our guest! We continue to have work at the Artists of The Valley Gallery on First Street in downtown Napa. Our faithful volunteer and local artist, Maash Pascal curates and rotates the artists' work. Once a month BSG Artist's work a shift from 10:00 am to 2:00 pm to be a part of this wonderful co-op gallery. While creating their art at the co-op customers often comment positively on the creativity of BSG's artist's. Participating in this community endeavor has been a lovely way for the community and our artist's to have positive interactions while spreading the word about Napa Valley Support Services. We have sold several pieces at the gallery, Katie Lockhart being our top seller.

If you are not already on the Brown Street Gallery mailing list and would like to be, contact Emmy Lesko: (707) 255-8523 or Emmy@NapaValleySupportServices.org

Please Support Employers who Support Individuals with Disabilities

Crew Job Sites

A. T. & T.
 American Red Cross
 Bayberry, Inc.
 Becoming Independent
 Disability Services & Legal Center
 City of American Canyon
 Connolly Ranch
 Devlin Road Transfer Station
 Gallagher & Miersch, Inc.
 Lixit Corporation
 Napa Recycling & Waste Services
 Napa Sanitation District
 Napa Valley College
 Napa Valley Yacht Club
 Napa Water District
 North Bay Regional Center
 Occidental Technical Group
 Robert Louis Stevenson Plaza
 Scientopia
 Villagio Inn & Spa
 Vintage Estates
 Vintage Inn
 Wendy's Restaurant
 White Rock Winery
 Housekeeping Sites (9)
 Yard Maintenance Sites (35+)

Individuals' Job Sites

3 Palms Hotel
 A & T Custom Golf Carts
 Aegis Assisted Living
 Arbor Guest House
 Ashok & Mina Investments Inc.
 Cameo Theatre
 Carl's Jr.
 Classic Automotive Repair
 Collotype Labels
 Comfort Keepers
 Community Connections
 Complete Janitorial
 Consolidated Electrical Distributors
 Corporate Resource Services
 DJ's Growing Place
 Dog World
 Fazarrati's
 FedEx Office
 Fish Story
 Frank's Janitorial
 Fresh & Easy
 Frida's Mexican Grill
 Gott's Roadside
 Hancock Fabrics
 Hero's Café (Veterans Home)
 Hired Hands
 Hog Island Oysters
 Home Depot
 Javco Window & Glass

Kohl's
 Ledcor Construction
 Lixit Corporation
 McDonald's
 Meritage Resort
 Modern Method Roofing
 Napa Parks and Recreation
 Napa Personnel Systems
 Napa River Inn
 Nob Hill Foods
 North Bay Housing Coalition
 Petco
 Pharmaca Integrative Pharmacy
 Pizza Hut
 Raley's Supermarket
 Robert Louis Stevenson Plaza
 Safeway Stores (Napa, American Canyon)
 Senior Helpers
 St. John's School
 Taco Bell
 Target Store
 Vallerger's Market
 Vintage Estates
 Walgreens
 Wallace Tree Service Experts
 Walmart (Napa, American Canyon)
 Whole Foods Market
 Wine Country Coin
 Vallergas Market
 Vintage Estates

NPS Effectiveness, Efficiency & Satisfaction Report

SUPPORTED EMPLOYMENT	FIGURES ARE PERCENTAGES						
	1/13 - 6/13	7/12 - 12/12	1/12 - 6/12	7/11 - 12/11	1/11 - 6/11	7/10 - 12/10	1/10 - 6/10
EFFECTIVENESS GOAL: 50% of individuals placed will be placed within 90 business days.	75	56	70	63	50	100	75
75% of individuals placed will be placed within 90 business days.	75	67					
100% of individuals placed will be placed within 90 business days.	92	89					
EFFICIENCY GOAL: 95% of individuals are contacted within 5 business days of referral.	100	100	100	100	100	100	100
95% of individuals will have weekly contact.	100	100	100	100	100	100	100
SATISFACTION GOAL: 95% of individuals placed express overall job satisfaction.	93	97	100	100	100	100	100
90% of individuals are satisfied with the hours they are working.	86	94	100	94	94	100	92
95% of individuals are satisfied with NPS support.	93	100	100	100	100	100	100
EMPLOYMENT SERVICES							
EFFECTIVENESS GOAL: 50% of individuals placed will be placed within 90 business days.	64	53	50	57	39	56	42
75% of individuals placed will be placed within 120 business days.	64	60					
100% of individuals placed will be placed within 90 business days.	93	87					
EFFICIENCY GOAL: NPS will contact a minimum of 95% of individuals referred within 5 business days of referral.	100	100	100	100	100	100	100
NPS will maintain weekly contact with a minimum of 95% of individuals on referral list.	100	100	100	91	100	100	100
SATISFACTION GOAL: 95% of individuals are satisfied with NPS support.	100	100	96	100	93	79	100
95% of individuals feel they have enough contact.	100	100	100	100	86	89	100
95% of individuals feel they have enough contact.	100	100	86	89	100	100	94



NAPA PERSONNEL SYSTEMS

Napa Valley Support Services

*Happy in marriage,
happy in life
happily entertaining friends and the Lip Club*

Maurice and Angie, who often host get togethers in their Napa home, recently welcomed the Napa Personnel Systems' LIP Club (Life in Progress) for an evening of baking lessons and mingling with friends.

LIP Club, for those of you not familiar with the NVSS coined term, is a social advocacy group of about

supported on the job by NPS since 2003 and Maurice since 1991.

Angie, an Office Assistant 1 at the North Bay Regional Center, completes microfilming (scanning) projects, bulk mailings and other clerical jobs. Previously, Angie worked as a pre-school aid. She enjoys video games, cooking, bowling and Special Olympics as well as managing the family

finances to ensure that she and Maurice stick to their budget. This can be a challenge with their active social lives! Angie met Maurice at a Special Olympics Banquet in 1994.

Maurice's diverse career history includes: Vallergas Supermarket and Payless Drugstore (stocking), Burger King (cook), Walmart (cart collector), Vintage Inn (houseman) and Napa Sanitation District (janitor). Since 2007, Maurice has worked as

a Kitchen Assistant in Yountvilles, Vintage Estates catering kitchen. Maurice stocks the plethora of produce that arrives each morning and is counted on to assist with some lifting of heavy pots and pans! This year, Maurice achieved his personal goal of losing weight which was done with the assistance of personal training ses-



20 members. They meet monthly at members' homes or out in the community. Fun activities include pot-lucks, movie nights, Chef's Market and karaoke (a favorite).

Happily married for twelve years, Maurice and Angie support each other through their daily life, social and work activities. Angie has been



sions (paid for with the wages he has earned at his job). He goes to the gym regularly and participates in bowling to stay active.

Maurice and Angie can be relied upon to come to work every single



day except when they are taking well-deserved vacations to Disneyland or family cruises. When asked what the secret to a successful marriage was, Angie replied, "Happiness." When asked what their goals for the future were, Maurice replied, "Stay together and love each other."

If you are interested in learning more about Life In Progress, feel free to contact Jeannie Smith at: (707) 253-7490 or jeannie@napavalley-supportservices.org



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www.napavalley-supportservices.org

Fax: 707.253.8303

Tel: 707.253.7490

Napa, CA 94559

1700 Second Street, Suite 212

Napa Valley Support Services



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 375 individuals with disabilities annually.



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