



# Family Service Agency

of San Francisco

## Family Album

QUARTERLY COMMUNITY NEWSLETTER

FALL 2009 ISSUE

“I told myself yes,  
I can do it.”

*G*loria Bryant, 70, lives in Senior housing today. Her parents got divorced when she was young, and she went to live with grandparents. She was married at the age of 17, her husband was 16, and she became the mom of four children. “It was an abusive relationship. I left at the age of 27. I came to San Francisco with my four children,” she says. “Haven’t seen my husband since, and I don’t wanna hear from him neither! When he was gone, I would feel strong. When he came back I would feel sick.”

“I bought an over the counter drug called “nervine.” I drank so many bottles to calm my nerves I broke out with a rash. It helped hold me together. I tried to play crazy with my husband to get him to stop beating on me and leave me alone, but that did not work. But that is how I knew I was struggling mentally,” she said

*Continued on page 3*



*Yoshiko Lawrence and Gloria Bryant*



**P4** TAPP Staff rallies around one of its own

**P6** FSA: Leads the Pack in Gay Rights

**P8** Law Expands Back on Track Statewide

# Technology has transformed our society



In the past 4 years, Family Service Agency's investment in computing has greatly improved our mental health services: increasing the effectiveness of therapies, bringing new insights to client progress monitoring, consolidating charting and billing, and increasing access multi-culturally for those who need help. Here is a brief survey of the major changes.

**CIRCE** – Our electronic charting system developed on a platform donated by Salesforce.com has increased our billing efficiency to 99%, saved our clinicians 40% of the time spent on charting that they can now spend with the client. It allows clinicians to see client progress, trends, and changes over time.

**Diagnostic Tools** – FSA designed the ADEPT as part of a federally funded Research Infrastructure Science Project (RISP). This strength-based assessment tool finds strengths and challenges in the domains of health, housing, basic needs, legal, social, family, and behavioral

health. Data is captured on line for each client. The WHOQOL and the CLSS tools are self-administered by the client and measure quality of life and daily life skills respectively.

**Brain Plasticity Therapy** – Our PREP program, in collaboration with UCSF, offer the hope of being able to remit mental illness when diagnosed and treated early. The key to this program is a new computer-generated brain plasticity therapy first developed decades ago to help those with brain damage “re-wire” their brains. This therapy has been studied with older schizophrenics and the improvement in their condition has been extremely successful.

**Touch-screen Kiosks** – FSA received funding from the National Institute of Mental Health to develop computer kiosks that will allow consumers to enter data privately. The touch-screen kiosks allows consumers to complete these documents by themselves, see their past score, evaluate progress, and identify issues to discuss with care managers.

**Training Information Access** – The Felton Institute for Training and



*Robert Bennett, CEO*

Excellence in Mental Health Field, now makes available videos, publications and worksheets of presentations made by our nationwide faculty. The Felton trainings range on a variety of topics and brings Evidence Based Practices (EBP) to the front lines of mental health. These include Early Psychosis Training, Geriatric Services, Strength Based Care Management, Cultural Diversity, Motivational Interviewing, Cognitive Behavioral Therapy, Problem Solving Therapy, and Gero-psychopharmacology.

## FSA's Senior Management and Board of Directors

### Senior Management

Robert W. Bennett, Chief Executive Officer  
Albert C. Gilbert, III, Chief Financial Officer  
Vickie Castro, Director of Human Resources  
Ted Snyderman, ASW, Director, Children, Youth and Families  
Cathy Spensley, MSW, Director, Senior Services  
Melissa Moore, Ph.D., Director, Felton Institute  
Jeff Schoenfeld, MSW, LCSW, Director, Adult Services

### Officers of the Board of Directors

Elizabeth Larose, Vice President, Executive Director, Headlands Inst.  
Eric Severson, President, Vice President HR, Gap Inc.  
Scott Kuehne, Secretary, Suarez-Kuehne Architecture

### Directors

Paul Adams, The Gap, Inc.  
Patricia Areán, Ph.D., UCSF

Lori Behun, Adobe Systems Inc.  
Dale Butler, Labor & Public Relations Consultant  
Amalia Egri Freedman, Private Consultant  
James Elrick, PhD, Larkin Street Youth Services  
Jason Jeung, Financial Advisor, Merrill Lynch  
Terry Limpert, Sr. Partner (ret.) Mercer Delta Consulting  
Eleanor Lumsden, Stanford Law School, Office of External Relations  
Elisabeth Madden, Lynch, Gilardi & Grummer  
Sam Manning, CFO, Girl Scouts of America, Central Coast  
JoAnn A. McNutt, Ph.D., Nygren Consulting, LLC  
Doreen Meister, MFT, Blue Oak Therapy Center  
Rowena Nery, APS Healthcare - California EQRO  
Amy Solliday, The Gap, Inc.  
Justine Underhill, Ed.M., LCSW, UCSF Department of Psychiatry  
Kaveh Vessali, Vice President, Solutions Marketing, Salesforce.com

# “I told myself yes, I can do it.”

*Continued from cover*

“My family did not know I struggled mentally. Although some of my women friends did, but my family did not,” she adds. “I felt so bad about myself. I thought I was ugly. I was so beaten down. I loved my kids too much to want to hurt myself. That time of life harmed me and I struggled with it. It is hard to make a real decision. Hard to stay grounded,” she explains

“In the Senior Full Service Wellness program at Family Service Agency I get to talk to staff. I get to let staff, like my nurse Debby, know how I am feeling inside. Staff listen to me when I am upset,” She said. “I really benefit from having regular staff to talk to when I need it.”

Gloria’s life in San Francisco has had its hardships too. In 1972 she got an apartment in Hunter’s Point. “In 1974, I meet a man I loved. He was my sweetheart. He was respectful. He was so wonderful to me both financially and emotionally. He made see my beauty,” she said

“At the time, I was seeing a Nurse Practitioner at Geriatric Southeast

Mission Clinic. I needed intensive support and therapy. My anger was so out of control! I lost my 5-bedroom section 8 house because they said I didn’t need a five-bedroom home when my children were gone. My son was murdered in 2007. I broke down. I couldn’t do anything including paying my rent. I lost my home, couldn’t cope, and had a nervous breakdown.” She says.

“I was in and out of general hospital. I thought about suicide, and then I was evicted. That is how I became homeless and a client at SFSW.” She explains. “Mental health care at FSA has really helped. I like the therapy with Debby and the relaxation techniques she taught me. We have fun. We always end therapy with the two of us laughing. Yoshiko, my case manager, has helped me lots also.”

When asked what she’d like to achieve to have a more stable life, she explains that socializing with peers is important. “Being able to communicate is a big part of who I am. I can say something to cheer someone else up and they can say something to cheer me up. Seniors, disabled, and children are my

special people and they should never be harmed,” she says. “Believe it or not I want to go to City College and take classes just for fun. I want to take horticultural or needlepoint classes. Continue to learn the computer,” she concluded.

To those who say people with mental health and substance abuse cannot recover, she cautions: “Honey, that is a lie! You have to find your strength. Give your best try! You have to have the right help. I know this from experience. At age 67, I picked up my first crack rock, but I found a way out. My religion helped me keep faith in myself. I told myself yes. I can do it.”



## About the Senior Full Service Wellness Program

“The Senior Full Service Wellness Program [SFSW] is a Mental Health Service Act [MHSA] funded program at the Family Service Agency, meant to serve California’s mentally ill citizens who have been chronically underserved. SFSW works with individuals who are over the age of sixty, have a mental health disorder, and have not been served adequately by the mental health system of care. This is the story from one of our program attendees.

# TAPP Staff Rallies Around One of Its Own

The following is a partial reprint of an article written by Chris Colin of *The Writers Grotto* here in San Francisco. It was published in the *SF Chronicle* in June.

One day in June, Ahide Chavez woke up worried. Her seven-month-old daughter Edith, had been constipated for days, and Chavez was starting to wonder if she should see a doctor. The pediatrician's office was closed for the weekend, so Chavez headed to the emergency room at the Children's Hospital in Oakland, hoping for that dismissal all parents hope for at some point: "Go home, you're being paranoid."

But Ahide didn't go home. A blood test was administered. Eventually she was told that Edith had leukemia. Edith was admitted to the ICU that night and given a blood transfusion, followed by her first round of chemotherapy. Except for a couple of trips home to see her other children, Chavez did not leave her baby's side.

Meanwhile back at Family Service Agency, Chavez's co-workers threw a sidewalk sale. Ahide is the office manager at the Teenage Pregnancy and Parenting Project (TAPP), that helps teen parents navigate their pregnancies and early days of parenting. Within hours of Edith's diagnosis, her coworkers had heard the news and sprung into action. They found a way to transfer their own sick leave to Chavez, helped care for her other children and came up with a sidewalk sale benefiting her family.

But the kindness at TAPP seems notable, given the anxiety hanging over people's jobs in this economy. At one point since the state's budget crisis began, a complete elimination of the program was proposed.

The staff fought back, highlighting some of their impressive stats: The case workers have helped achieve a five percent aggregate repeat birth rate with their adolescent clients, compared to a national average of 17.5 percent. Nearly 80 percent of active clients last year were enrolled in or completed high school and/or obtained their GED. And according to a recent study, teen pregnancy prevention programs save California taxpayers an estimated \$1.5 billion annually.

According to Charlene Clemens, deputy director of teen and family services, the program is going to survive the state cuts, with donations from other sources matched by federal dollars.

"The work we do is help low-income families. You have to have some level of compassion to work here. You have a different lens. You start to have a clearer sense of what people need," says Claudia Ayala, Young Family Resource Center coordinator.

Indeed, TAPP seems to have a special effect on those who encounter it. Yana, the case manager who runs the arts and culture programming, has worked at the office for a decade -- but in sense, she's been there far longer.

"I started as a client," she said. "When I felt that genuine support from my case manager, I didn't know of any other way to give back. When I was 16, I told Charlene [Clemens] I was going to be a case manager myself one day. Seven years later, there I was."

Today, little Edith is in remission though still taking chemotherapy. Ahide has returned to work

"I took my baby to the pediatrician regularly. There were never any symptoms whatsoever. Happy little girl, playing with her toys, sitting up. Then suddenly we're here," she said. "And when this happened, I didn't have any sick time left, and the money -- I don't know what I would've done [without my coworkers]."



Ahide Chavez and daughter Edith,

# PREP program Awarded MHSA Funding

The Mental Health Services Act has provided funding through the City of San Francisco's Department of Behavioral Health for the PREP program. PREP began a year ago as a partnership between FSA, Mental Health Association and University of California San Francisco Prevention and Recovery program in early psychosis.

This funding allows us to fully launch an outreach campaign and research the effectiveness of treatment of early psychosis in the multi-disciplinary team. This program represents a new treatment paradigm that sets a new standard of care in treating serious mental illness associated with psychosis. The program believes serious mental illness needs to be treated by a specialty team, not in a general practice and through our University affiliation and commitment to evaluation the team is accountable for client improvement.

The Treatment portion of the

program has been running for a year due to private funding from several foundations. Focusing on teenagers and young adults, PREP provides screenings, diagnosis, therapy, medication management, case management, psycho-education about managing the condition, and family support. PREP accepts clients referred through every avenue: family members, primary care physicians, community clinics, school healthcare providers, and individuals themselves.

"PREP reflects FSA's commitment to advancing the field of mental health treatment by marshalling leading resources and employing evidence-based treatment approaches," says Bob Bennett, FSA's Chief Executive Officer.

"At FSA, we base our work on two fundamental premises: that effective mental health treatment is a right, not a privilege, and that recovery is an achievable goal for every individual living with serious mental illness. This partnership with UCSF and MHA-SF offers an important opportunity to revolutionize mental health care by creating the same early-

identification and treatment methods we now take for granted in the battle against illnesses like heart disease and cancer."

## About PREP

The PREP team is dedicated to stabilizing psychosis through early diagnosis, Cognitive Therapy for Psychosis (CBT), Multi-Family Psycho Education (MFG), Algorithm driven medication, computerized cognitive training, supported employment, substance abuse treatment, and strength-based care management.

For more information about PREP or to make a referral please call 415 476 7278 or visit [prepwellness.org](http://prepwellness.org)



PREP Team: Kate Hardy, Dr. Rachel Loewy, Teri Hartman, Dr. Melissa Moore, Rahel Gerrits Van Den Ende, Ashley Lee, Dr. Demian Rose, and Jackie Yanofsky.

# FSA: Leads the pack on gay rights

*A* “At no time in the history of psychiatry have we ‘cured’ so many, so quickly,” jokes FSA Psychiatrist Richard Shadoan.

Dr. Shadoan has been the Medical Director of Family Services Agency’s Community Aftercare Program for the past 36 years. The era he is talking about goes back to early the 70s when he was also serving as Director of the Inpatient Unit of Mt. Zion Hospital.

The American Psychiatric Association was holding its convention in San Francisco in 1972, and Dr. Shadoan became a demonstrator at the meeting as legions appeared to protest the listing of homosexuality as a disease of “pathological sexual development” in the Diagnostic Statistical Manual, Version 2 (DSM2).

Many disapproved of changing the designation, mostly psychoanalysts,

who saw homosexuality as caused by parenting in which there was a strong mother and absent or weak father. But in 1973 the APA Board of Directors DSM Taskforce looked into the issue and decided to no longer list homosexuality as a disease.

“I was compelled to protest because, personally, I did not believe in the prevailing theory.” Dr. Shadoan explains. “I studied in Germany and there were so many German men who had lost their fathers in World War II. If the DSM was correct, then homosexuality would have to be very prevalent all over Germany. But there were no more homosexuals there than in any other population in the world.

“I have always felt that FSA was one of the leading agencies in supporting the gay and lesbian community,” he notes.

This assessment proved correct, when in 1988, under the Board presidency of Donavon Thompson, FSA became the first non-profit in

“ *In 1988, under FSA’s Executive Director Ira Okun (who served from 1977-1990), the agency changed its definition of ‘family’ to include anyone of importance in our clients’ lives.* ”

San Francisco to extend benefits to gay partners.

“I was the first openly gay president of a non-profit board nationwide at the time,” Thompson said. “We took a lot of heat for that in the press, but the board stood firm. We had some very influential board members in those days, including Migs Post, daughter of Merriweather Post, FDR’s Secretary of State. She was instrumental in getting the Teenage Pregnancy and Parenting Project off the ground in 1986.”

“Also in 1988, under FSA’s Executive Director Ira Okun (who served from 1977-1990), the agency changed its definition of ‘family’ to include anyone of importance in our clients’ lives,” Thompson noted.

“We called these support people ‘intentional families’ and this redefinition made for better services to the community,” adds Dr. Shadoan. “We continue to serve everyone in San Francisco today, regardless of sexual orientation.”

These days, Dr. Shadoan is gearing up for another battle with the APA as it works toward approving a new version of the DSM (DSM5) in 2012. “We should get rid of the term schizophrenia. It means ‘split mind’ and does not speak to the illness. What is called schizophrenia today is really a cognitive behavioral disorder. Continuing to use the term ‘schizophrenia’ does nothing but continue to stigmatize people with mental illness.”



*Dr. Richard Shadoan - Medical Director of the Community Aftercare Program and granddaughter*

# TAPP Mom Grateful for “Family”

When Katherine Almenderas was 17 years old she faced a difficult road ahead: alone and about to become a teenage mother. Today, at 18, Katherine is the proud mother of a 16-month old daughter Daniella. She found a family here at Family Service Agency through our Teenage Pregnancy and Parent Project (TAPP) and the Young Family Resource Center (YFRC).

“I have been a part of TAPP and the YFRC for almost 2 years now. The YFRC is a place where I like to go and hang out and just relax. My daughter also likes to be in the center. She enjoys being read to and likes all the bright colors that the YFRC is filled with” says Katherine. “Daniella and I have both made friends in the YFRC. These friends are not just friends to me, but like family!”

“Being part of the YFRC has helped me in many different ways. When I didn’t have the money to purchase a car seat for my daughter the center provided me with one and all I had to do was attend a car seat safety class.” she says. “Being a part of the center has helped me deal with my problems and not to feel alone when I thought I was. It also helped keep me involved with hands-on activities for my daughter and me.”

“Every month I attend the monthly workshops help by TAPP’s case manager Isayana Vargas even if I don’t have my daughter with me.” She added. “I’m very grateful that I’m a part of the program.”

“In fact, being a part of the YFRC has help me become the strong single parent that I am today. They have provided me with information I couldn’t get elsewhere and also with the information that I have needed in being a first-time parent,” she explained.

“I feel if it wasn’t for the support I have from TAPP and the YFRC I wouldn’t feel like such a proud mother. I am so thankful TAPP and the YFRC are there for me,” she concluded.



*Katherine Almenderas and daughter Daniella*

## New Community Leaders Join FSA Board of Directors

Three new members were installed on the FSA Board of Directors, filling vacancies created by the resignations of long-time board members Michael Hofman and Richard O’Brien. They are:

**Doreen Meister.** For over 20 years, Doreen has focused her work on supporting human potential and growth in a variety of settings and populations. She worked with Gap Inc. Learning & Development creating programs including leadership training,

new hire orientation and job training. Most recently, she earned her MA in Counseling Psychology from JFK University. She is an MFT Intern at Blue Oak Therapy Center in Berkeley specializing in Expressive Arts Therapy.

**Eleanor Lumsden.** With an undergraduate degree from Princeton University and a Law Degree from New York University Law School, she first interned at the United Nations, International Law Commission in Geneva, Switzerland. Eleanor is now the Associate Director of Development, Reunion Giving, for Stanford Law School in Palo Alto. In this position she

cultivates 12-15 major donor alumni per month. She has volunteered at La Casa de Las Madres and the YMCA.

**James R. Elrick.** James is a Program Manager at Larkin Street Youth Services here in San Francisco. He has a Doctorate Degree and a Master’s Degree in Psychology from Brighton Southeastern University of North Carolina. He also has a background in law enforcement with a AS in Administration of Justice and a stint as a Deputy Reserve Sergeant in the Fresno County Sheriff’s Dept. He has served on boards at many organizations including the AIDS Community Research Consortium (Board President) and the Shelter Provider Network.

# Governor signed AB 750 into law

FSA's exemplary and successful Back-On-Track Program, a Deferred Entry of Judgment program run in conjunction with the San Francisco District Attorney's Office, received official sanction when California Governor Arnold Schwarzenegger signed AB 750 into law in October 2009.

Under the legislation, all California counties can establish deferred entry programs in which offenders plead guilty in exchange for job training, education and social services, and mental health support while under court supervision.

FSA provides the social services and

mental health component of the program providing strict accountability and close supervision for eligible first-time, low-level felony drug offenders, ages 18-24, who have no history of violence, gun possession, or gang involvement. Through Back on Track, first-time offenders may avoid incarceration while engaging in an individualized program of educational support, employment training, life-skills development, restorative community service, and behavioral health treatment.

A collaboration of Family Service Agency of San Francisco, Goodwill Industries, the District Attorney's Office, the Public Defender's Office, and the Probation Department, Back on Track requires participants to successfully complete a 12-month course

of educational and vocational progress, judicial accountability, and community service. At the end of the year, and if the client has fulfilled the established goals, the District Attorney will dismiss the original criminal case.



## FSA's CEO Addresses World Bank



Family Service Agency CEO Bob Bennett travelled to Washington D.C. in June to speak at World Bank's Cloud Computing Conference.

The presentation centered on our agency's development of the CIRCE electronic charting system on the Salesforce.com platform.

His remarks noted how the new system has revolutionized our agency, giving us a better understanding of the client's history and increasing billing efficiency.

Bob's presentation was simulcast on Twitter, LinkedIn and Facebook and was available in real time with a question and answer session via the World Bank website.

The advent of cell-based electronic media and cloud computing has changed the landscape of communications. The ramifications of this are important in the under-developed world where land line phones systems and broad band computer wiring does not exist.

The new technology has brought cell phones to everyone in countries where phones were once rare. With cloud computing, for example, mental

health clinicians in Swaziland can do their client charting in the fields and villages using handheld devices connected to computers at the main office.

### About CIRCE

CIRCE is an Electronic Medical Records database program developed to improve the effectiveness and efficiency of social services delivery.

CIRCE was created through a collaboration of the Family Service Agency of San Francisco (FSA) and Salesforce.com (SFDC).

# Netherlands Task Force Visits FSA

A delegation of 16 heads of social service and mental health agencies from the Netherlands visited Family Service Agency on April 22. They represented agencies from Utrecht, Amsterdam, Rotterdam, several universities and two national organizations. The Netherlands, population of 16 million, has about 500 social service agencies in the country.

Jeff Schoenfeld, FSA's Adult and Families Division Director, made the first hour-long presentation, talking about our services, particularly the Transitional Age Youth with Mental Illness Programs, (which is a new endeavor in the Netherlands) and also presented information about our agency's use of peers in our programs.

In second half of presentations,

Board Member and Vice President in charge of Solutions Marketing at Salesforce.com Kaveh Vessali gave a presentation of Salesforce's cloud computing abilities which makes it possible for us to build our electronic charting system CIRCE. Kaveh's presentation include Dutch graphics from the Salesforce website since Salesforce is an international company with a web presence in many languages. The presentations concluded with a demonstration of our CIRCE system by Ted Snyderman, head of the CIRCE Development Team.

The topics that most interested the visitors was our Peer program (something that is a new idea for them), and the way we can use Salesforce to make CIRCE charting available to our entire agency, even to people working on laptops in the field. They also had many questions as to how the information



The Netherlands, population of 16 million, has about 500 social service agencies in the country.

could be used and what we have seen in better patient outcomes since we instituted the system.

The visitors introduced themselves and talked about the agencies they represented. It was surprising to learn that they have two agencies that we do not have in this country. One is a social service agency that works with people on the legacy of World War II which severely impacted many generations of the Dutch population. The other is a national social service agency which works exclusively with the social workers to reduce the stress of their jobs, and offer the best training possible.

# Yohana Quiroz Receives Leadership Honor

Yohana Quiróz, Director of FSA's Family Developmental Center was chosen as one of 16 participants for the Leadership Development Program for Next Generation Leaders of Color, by CompassPoint Nonprofit Services.

This program, made possible by a grant from The California Wellness Foundation, will bring together a cohort of 16 people of color from Bay Area health and human service organizations for a 12 month intensive professional

development and learning experience. The group will spend one day a month in the program beginning in October 2009 and ending on September 24, 2010.

"I am very happy to be part of this great opportunity to continue to develop my skills as a leader," said Yohana. "I look forward to learning new ways to serve the community here at our Mission District facility. Each year we work with about 150 families from several distinct cultural and ethnic groups."



HR Director Vickie Castro and Yohana Quiroz at FSA's Appreciation Day in June

# Our sincere THANKS

to all of you who have made contributions this past year.

*(List reflects donations received from July 1, 2008– October 15, 2009)*

## Corporate & Foundation Donors:

### Over \$100,000

St. Joseph's Health Support Alliance  
The California Wellness Foundation

### \$20,000 to \$99,999

The David B. Gold Foundation  
The Franklin Benevolent Foundation  
GAP, Inc. Foundation  
The Margo Foundation  
The San Francisco Foundation  
Wells Fargo Foundation

### \$10,000 to \$19,999

Annunziata Sanguinetti Foundation  
Barclays Global Investment, Inc  
The David B. Gold Foundation  
Frank A. Campini Foundation  
Macy's West  
Richard & Rhoda Goldman Fund  
Salesforce.com Foundation  
Miranda Lux Foundation  
Wells Fargo Foundation

### \$5,000 to \$9,999

The Gordon & Betty Moore Foundation  
The McKesson Foundation  
The Miri & Peter Haas Fund  
Bernard & Alba Witkin Foundation

### \$1,000 to \$4,999

Adobe Systems, Inc.  
First Five San Francisco  
The Capital Group Companies Charitable Foundation  
Brier & Dunn California  
Louis R. Lurie Foundation  
Paragon Real Estate Group  
Sidney Stern Memorial Trust  
St. John's Episcopal Church  
The University of California, San Francisco

### Up to \$999

Bank of America Charitable Foundation  
Community Health Charities  
Community Thrift Store  
PG&E  
United Way of the Bay Area

## Individual Donors:

Mr. and Mrs. Steven W. Abts  
Mr. Paul H. Adams  
Mr. Douglas P. Allen  
Mr. Max H. Allen  
Ms. Stephanie Allen  
Anonymous  
Patricia Areán, Ph.D.  
Ms. Michelle A. Banks  
Mr. Jeffrey Barlow  
Mr. Kent T. Baum  
Ms. Lori L. Behun  
Mr. and Mrs. Reed H. Bement  
Robert W. Bennett, Ph.D.  
Ms. Vivian Berliner  
Ms. Janette Bocci  
Mr. William J. Boeddiker and Mr. Bob O'Halloran  
Ms. Kristen Z. Bourke  
Mr. Josh Brier  
Mr. Robert Broucaret  
Mr. Michael P. Bryce  
Ms. Patricia Busk  
Mr. Dale M. Butler  
Mr. Allan H. Cadgene  
Ms. Kristine L. Caratan  
Mr. and Mrs. John Cardozo  
Mr. Paul Chan  
Ms. Anna P. Chim  
Mr. and Mrs. Phillip B. Clark II  
Ms. Julia C. Clarke  
Mr. Warren V. Collier  
Mr. B. J. Droubi  
Lisane Drouin  
Mr. Michael Dunn  
Mr. Maurice H. Edelstein  
Ms. Sarah L. Eilefson  
Mr. Kenneth C. Entlinger  
Ms. Anita Ettinger  
Ms. Rita Fahrner  
Mr. Cole B. Feinberg  
Mrs. Lois Carroll Feller  
Ms. Michelle M. Ferrier  
Ms. Louise M. Fong  
Mr. Wilmer Fong  
Mr. Christopher Foss  
Mr. John Franz  
Ms. Amalia E. Freedman  
Mr. Gregory A. Friedman  
Mr. and Mrs. Philip H. Frost  
Mr. and Mrs. Jack Gee  
Ms. Nancy E. Glass  
Ms. Nancy G. Goldenberg  
Mr. and Mrs. Louis C. Golm  
Mr. Michael F. Greco  
Mr. Allen Grossman  
Mr. Joseph P. Grubb

Mr. Douglas P. Guiley  
Mrs. Patricia L. Hagerty  
Mr. Michael Harris and Ms. Elizabeth C. Foster  
Ms. Valerie C. Hartwell  
Mr. James W. Hawkins  
Ms. Kathryn A. Hecht  
Mr. and Mrs. Rembert R. Hoffmann  
Mr. Michael N. Hofman and Ms. Janet Moyer  
Mr. John D. Holton  
Mr. and Mrs. Victor Honig  
Mr. and Mrs. Daniel A. Hoover  
Ms. Molly J. Hoyt  
Mr. and Mrs. Michael C. Hudson  
Mrs. Linda M. James  
Mr. Jason Jeung  
Mr. Stephen R. Jobe  
Mr. Brian L. Johnson  
Ms. Teresa L. Johnson  
Mrs. Mary E. Jones  
Ms. Nget Ane Jung  
Sean Kanakaraj, M.D.  
Ms. Eveline L. Kanes  
Mr. Richard Keller  
Mr. Donald E. Kelley, Jr.  
Mrs. Virginia L. Kibre  
Ms. Linda D. Kilb  
Mr. Mason R. Kirby  
Ms. Mason J. Kraut  
Mr. and Mrs. Carl W. Kuehn  
Mr. Scott C. Kuehne  
Dr. M. Elizabeth Larose  
Mr. Michael R. Larose  
Mr. James Lastoskie  
Ms. Grace Lau  
Ms. Robin Leiken  
Ms. Stacey M. Leyton and Mr. Pierre Barolette  
Mr. Terry M. Limpert  
Mr. Paul R. Linde and Dr. Laurel J. Schultz  
Mr. G. Karl Ludwig  
Ms. Elizabeth A. Madden  
Ms. Sharon J. Malone  
Mr. W. Vincent Mansel  
Mr. John Marx  
Mr. Andrew W. Masalin  
Mr. Lawrence E. Maxwell  
Ms. Anita D. Stearns Mayo  
Ms. JoAnn M. McNutt, Ph.D.  
Mr. Akshaykumar I. Mehta  
Ms. Eve R. Meyer  
Mr. and Mrs. Anthony W. Miles  
Mr. James L. Mocchi  
Mr. and Mrs. Kent Moore  
Mr. Gary W. Morgret

Ms. Jann Morris and Mr. James L. Knowles  
Mr. Grant A. Nechesnoff  
Ms. Rowena L. Nery  
Mr. Prentice Y. Ng  
Mr. Richard O'Brien  
Mr. George O'Connor  
Mr. and Mrs. Patrick H. O'Connor  
Mr. Ira Okun  
Ms. Mairin O'Mahony  
Mrs. Phyllis A. O'Malley  
Ms. Annie M. Parker  
Mrs. JaMel Perkins  
Ms. Serena Perkins  
Ms. Ann C. Piskai  
Ms. Carol Polk  
Mr. and Mrs. Gregory W. Porteous  
Ms. Susan M. Prater  
Mr. William Primozic  
Mr. Omar S. Qarshi  
Mr. Thomas Quinby  
Mr. Amit A. Ranade  
Mr. Mark Roberts  
Ms. Kym A. Ryan  
Ms. Randa G. Salloum  
Ms. Deborah Samaké  
Mr. and Mrs. Raymond D. Santiago  
Mr. Greg Savage  
Mrs. Georgia L. Schuttish  
Mr. and Mrs. John B. Sellai  
Mr. Eric G. Severson  
Ms. Judi Shaffer  
Ms. Mai Kha Shutt  
Mr. Tobias Silver  
Mrs. Deborah E. Skidmore  
Mrs. Joan M. Slaughter

Mr. Lyle K. Slaughter  
Mr. Charles H. Slutzkin  
Mr. and Mrs. Gregory P. Snyder  
Mrs. Amy L. Solliday  
Mr. Delbert T. Stafford  
Ms. Mary H. Stein  
Ms. Elizabeth H. Storey  
Mr. Ronald W. Stovitz and Ms. Danell S. Zeavin  
Ms. Emily G. Sullivan  
Mr. Raman Suri  
Ms. Michelle Tabarez  
Mr. and Mrs. Mark M. Takai  
Ms. Eugenie B. Taylor  
Mr. and Mrs. Mark S. Temple  
Mr. Russell K. Testa  
Mrs. Jean-Louise N. Thacher  
Himeo Tsumori, M.D.  
Ms. Justine M. Underhill  
Mr. Kaveh V. Vessali  
Mr. Chatchai Vorasarun  
Mr. Gregory B. Walbridge  
Mr. and Mrs. Michael S. Wald  
Mrs. Betty Jean Weiss  
Lori Wensley, Ph.D.  
Mr. and Mrs. Michael E. Wilbur  
Mr. Michael Williams  
Ms. Cheryl B. Willis  
Mrs. Diane B. Wiley  
Ms. Tara G. Wilson  
Mr. and Mrs. Dariusz Wojnar  
Mr. and Mrs. Glen Wong  
Mr. Steven Wong  
Dr. and Mrs. Keith R. Yamamoto  
Mr. Edward P. York III  
Mr. Charley B. Zeches



# 5 Ways You Can Make a Difference

1

**Benefit TRAVEL™**

## Book your travel through . . .

<http://www.benefittravel.com/ahwv2/>

Book your business or recreation travel in North America and receive flight and hotel discounts! Select Family Service Agency as your agency of choice and we'll receive a 5% donation too!

2



## Visit us on YouTube . . .

<http://www.youtube.com/user/fsasf1889>

View these YouTube videos about clients who have benefitted tremendously from our services. They are touching tributes guaranteed to warm your heart. While you are there, you can make a donation to us via this new Google program for non-profits.

3

**Community Thrift**  
San Francisco

## Donate used goods to . . .

623 Valencia Street San Francisco, CA 94110 (415) 861-4910

Drop off used household goods to Community Thrift and designate FSA as the beneficiary, a percentage of the sale will come to us.

**FSA's Charitable ID Code #183.**

(The donation door is on Sycamore Alley, on the building's south side, parallel to 18th Street. Donation hours: 10 a.m. to 5 p.m. daily. Pickup is available (for furniture or more than 20 boxes or bags) in San Francisco only.

4



## Donate over the phone . . .

To donate by phone, please call 415-474-7310 x465

It's easy to call in a donation. If no one answers, leave a message. Greg McCombs, our development director, will be right with you to take a gift over the phone.

5



## Donate via mail . . .

✂ Mail To: Family Service Agency, 1010 Gough St., S F, CA 94109

*Here's my gift to Family Service Agency*

Donation Amount \$ \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone: \_\_\_\_\_ E-mail \_\_\_\_\_

Please charge my credit card: Circle One: Visa, MasterCard, AmEx

Card# \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Signature \_\_\_\_\_

My check, payable to Family Service Agency of San Francisco, is enclosed.