



# ARRIBA JUNTOS



2017-2018  
*Annual Report*

Arriba Juntos would not exist if it weren't for the generous support of our Board, Staff, Volunteers, Funders and Collaborators. Thank you!

### *Board*

Steve Lewey, Chair, John Phillips, Armida Corazon Calixto, Daniel Kingsley, Ivan Ruiz

### *Advisor*

Rita Alviar

### *Staff*

Dalila Ahumada, Mohd Ahmed, Fatima Abarca, Edward Alberty, Joaquin Ares Cuello, Kemya Bailey, Kevin Baldwin, Manel Beddar, Lila Blanco, Samuel Bullard, Hui Yi Cao, Monica Carlos, Christopher Castle, Vivian Corona, Delia Lorena Covarrubias, Claude Crudup, Kaylyn Curley, Lucy Claire Curran, Eleanor Dimapasoc, Valente Espino, Patricia Fong, Gladys Garcia, Guillermo Hernandez, Shakira Higginbotham, Johnny Hosey, Wittie Hughes, Destiny Jackson, Mariya Jackson, Danaje Jenkins, Xenia Jimenez-Rey, Lavinia Lakalaka, Brian Legaspi, Diana Lusia Lematua, Thomas Leon, Samuel Lopez, Daivon Renee Lucas, Laura Lyon, Andrea Macias, Victor Magallanes, Kristina Martinez, Bianca Mayorga, Moneka McCoy, LaDonna McKinney, Pierre McNaulty, Patricia Melgar, Milon Minor, Osama Mirou, Renard Monroe, Janina Navarro, Diarra Neal, Ana Ocampo, Eleanor Olea, Tania Ornelas, Stephanie Ortiz, Avni Patel, Demario Patton, Yolanda Pineda, Julisa Quiroz, Lorena Ramirez, Christian Ribeiro, Gustavo Rivas Machon, Jorge Rivera, Francisca Ruslani, Khemarith Ry, Cristian Sanchez Ayon, Lakietha Sanford, Michelle Santiago, Karla Saravia, Asia Satchell, Misha Shaw, Mia Short, Sandy Sicairos, Benjamin Smith, Joshua Smith, Jose Teran, Reyna Tiscareno, Keith White, Durrell Woodard, Wen Un Wong, Keith White, Erica Yanez, Andy Yee, Fausto Yoc-Mejia

### *Foundations*

George H Sandy Foundation, Raymond James Charitable Endowment Fund, Wal-Mart Foundation

### *Cash Donors*

Adam Strassberg, Angel Cumba, Benedict Roceta, Community Thrift Store, Cream & Coffee LLC, Daniel and Hope Kingsley Family, Fidas Market, Jay Vyas, Jenny Aguilar, Jose Hernandez, John Firman, John Phillips, Juan Manuel Maay, Kemya Bailey, Lashell Allen, Laura Lyon, Maria Roverso, Marlonda Walley, Mr. Scotter, LLC, Network for Good, Paulo Abatzí Juarez, Puerto Alegre No.1, Ricardo de Leon, Rodolfo Maay, Ronnie Ortiz, San Francisco Study Center, The Armory Community Center, Timothy Hsu, United Way, Victor Magallanes

### *In-Kind Donors*

Ace Hardware, Adela Borgards, Albert Salera, Allye Fredick, American Airlines, Andy Yee, Angelita Williams, Barry Schmill, Bernie Seefeld, Bertha Jasso, Blanca Crotte, Borach Schmill, Brendi Contreras, Celeste Lintz, Chanelle Cano, Changing Places, Charlene Girley Copia, Denyse Jones, Dora Solis, Ed Gholdston, Family Giving Tree, Field Estate, Food Runners, Gabriela Alexander, Guadalupe Ruiz Ramirez, Irma Wells, Iyari Xochilt Escalante, James Arruda, Jennifer Berger, Jennifer Granick, Jennifer Marengo, Job Quezada, Jose Acosta, Juan Delged, Juanita Alvarado, Judith Love, Ke'mya Bailey, Kimberlie Cifuentes, Kizan International Inc, Lauren Pelton, Linda Williams, Lorena Ramirez, Lotus Lee Fong, Lucky's Market, Luz Parra, Marcos Costinerras, Maria Cano, Maria Roverso, Mary Matto, Matilde Dominguez, Matt Step, Monica Carlos, Nariman Alwattar, Natalie Wennerstrom, Pam Hemphill, Patricia Melgar, Replate, Rosa Gongora, Rosa Torres, Roselyn Musallam, Sarina Cortez, Stavroula Kolitsopoulos, Suigi Zhang, Victor Lopez Romero, Wittie Hughes

### *Collaborators*

A Living Library, Accent Care, Adult Day Services After School Program, Adult Probation Department, Alma Via of San Francisco, American Red Cross, Arcadia Health Care, AW Collision, Bay Area Legal Aid, Blow Fish LLC, Boys & Girls Club of San Francisco, Buck Horn Grill Restaurant, Buena Vista Manor, California Convalescent Hospital, Catholic Charities CYO, Center on Juvenile and Criminal Justice, Central City Hospitality House, Children's Council, Children's Village Child Development Center, City College of San Francisco, City of Dreams, Community Housing Partnership, Companeros Del Barrio, Compassionate Community Care, Department of Children Youth and their Families, Department of Public Health, Department of Public Works, Divisadero Car Wash, Dolores Street Community Service, Dress for Success, Employment Development Department, Episcopal Community Services, Everett Middle School, Excelsior Family Connections, Family Caregiver Alliance, Five Keys Charter School, Flagship, Inc., Good Samaritan, Goodwill, Hamilton Family Center, Hayes Convalescent Hospital, Healthright 360, Hilton Hotel Union Square, Holy Virgin Cathedral, Home Care Assistance, Inc., Home Health Advocates, Inc., Home Sweet Home Care, Homestead Senior, Human Services Agency, Immaculate Conception Academy, International Institute of the Bay Area, Institute of Aging, Instituto Familiar De La Raza, International Hotel, International Immigrant Rights Campaign, Jewish Home for the Aged, Just Cause, King of Thai Noodle Home Inc., KZV American School, La Copa Loca, La Raza, Community Resource Center, Laurel Heights Convalescent Hospital, Lick-Wilmerding High School, Linda Mar Health Care, Lipstick Saloon and Supply, Little People Preschool & K-D, Little Sister of the Poor, Marymount Green Hills, Retirement Center, Mercy Housing, Mission Beacon Community Center, Mission Cultural Center for Latino Arts, Mission Hiring Hall, Mission Housing Development Corporation, Mission Neighborhood Development, Northeast Medical Services, Northern California Service League, Office of Economic Workforce Development, Parks and Recreation Department, Peek Doodle Kids Club, Pesticide Action Network, Peter Clover Community, Ronald McDonald House, Russian-American International School, Saint Anthony Foundation, Saint Joseph Family Center, Saint Vincent de Paul, San Francisco & Marin Food Bank, San Francisco Mayor's Office, San Francisco State University, Self Help for the Elderly, Service Employees International Union, South of Market Community Action Network, South of Market Mental Health Services, Stepping Stone Day Health, Street Violence Intervention Program, Studio Perez, Subway, Sunflower Child Care, Swords to Plowshares, Tenderloin Child Care Center, Tenderloin Neighborhood Development Corporation, The Riley Center, The Salvation Army, Thomas Moore School, Toolworks, Transitional Housing, True Sunshine Preschool Center, U.C. Berkeley, U.S. Bank, United Way, UPS, Vietnamese Youth Development Center, Wah Mei School, Western Addition Neighborhood Access Point, Westside Community Services, Young Ideas Community Home

### *Volunteers*

Arriba Juntos thanks all of our volunteers for their time and effort for helping us make San Francisco one of the greatest places in the country. ✨


**The 1900s:** On May 13, 1965, the late James H. McAlister, Esq., Herman E. Gallegos, MSW, and the late Leandro P. Soto, the agency's first Executive Director, founded Arriba Juntos. The first programs were Horizons Unlimited, a youth education and employment program; the New Careers Program, an employment program for adults; and a Newcomers Center for immigrants from Central and South America, located in the old St. Peter's school building at 1249 Alabama Street. In 1969, the agency moved to the old Labor Temple at 2940 16th Street at Capp. In the 1970's, United Way funded the agency's administration. Programs were funded by the National Institute of Mental Health, City College of San Francisco, various foundations, and the Mayor's Office of Employment and Training, which administered the Department of Labor's CETA program. Arriba Juntos' most notable program during this decade was an On-The-Job Training (OJT) program to train food checkers for Safeway Stores. In the 1980's, the agency's office was located at 2017 Mission Street on the corner of 16th Street. Arriba Juntos started several new programs. Among them were the Institute for the Arts of Living (IAL), funded by the San Francisco Mental Health Department; a free home weatherization program for low-income San Francisco residents and a minor home repair program for low-income homeowners, funded by PG&E; a Certified Nursing Assistant (CNA) training program; and the Adelante Program, a basic skills training program for youth from low income families. In 1987, with the assistance of the Mayor's Office of Housing, the Local Initiatives Support Corporation (LISC), and the Barker Patrinely Group (a local real estate developer), Arriba Juntos broke ground to construct a housing development for low and moderate income families. In the 1990's, Arriba Juntos opened 48 affordable rental units called the Leandro Soto Apartments on the east side of Mission Street between 17th and 18th Street. In the same decade, Arriba Juntos purchased its own building at 1850 Mission Street between 14th and 15th Streets. Arriba Juntos has served as the premier site for the San Francisco Youth Opportunity Program for five years. Arriba Juntos was the lead agency for "Jovenes Unidos", a multi-agency collaborative funded by the San Francisco Department of Youth and their Families (DCYF). Arriba Juntos started another new program called the Homeless Employment Collaborative (HEC) funded by the Private Industry Council of San Francisco (PIC) as well as the HomeWORC program funded by the Department of Human Services (DHS) to upgrade the skills of people who work in agencies that serve the homeless population of San Francisco.


**The 2000s:** At the start of the second millennium, Arriba Juntos added the following new programs: 1) Mission Safe Haven program, a life skills and self-sufficiency employment program for disadvantaged youth funded by the Mayor's Office of Criminal Justice (MOCJ); 2) MUNI Entry Level Maintenance Training program, a collaboration with DHS and the San Francisco Municipal Railway (MUNI); 3) English as a Second Language (ESL) training program funded by DHS for welfare recipients; 4) Northwest Community Response Network (NCRN), a collaborative effort to reduce street level violence in the Mission, Western Addition, and SOMA/Tenderloin areas; 5) Continuing Education Unit (CEU) training that is required for CNA license renewal, approved by DHS and BPPVE. Arriba Juntos also serves as an authorized testing site for the Microsoft Office Specialist Certification (MOSC).

## During 2017-2018, Arriba Juntos provided 101,088 services to San Francisco Community Clients.

The comprehensive employment and educational services for at-risk youth, the Youth Power-Up program includes Basic Remedial Education (BRE), General Education Diploma (GED) preparation, and Computer Remedial Education (CRE). As part of a continuing effort to reach out to our community, Arriba Juntos, in association with other organizations and local businesses, hosts a toy giveaway event, "La Posada" for more than 2,500 children and their families. During tax season, Arriba Juntos serves as a host site for free tax preparation. Also, Arriba Juntos assists low-income participants in filling out applications for Food Stamps and PG&E California Alternate Rates for Energy (CARE) program, which provides monthly discounts on energy bills for income qualified households. Supporting the mission of promoting economic self-sufficiency, Arriba Juntos runs a flea market on weekends for local vendors to sell their products. Also, Arriba Juntos opened a boutique with the goal of providing professional clothing for clients and community members to wear for interviews and at their work site.

*It has been another amazing year for us at Arriba Juntos. I am proud to say that we helped 101,088 San Franciscans last year who were struggling to make ends meet in our city. Even though the US economy continues to grow every year, there are still many people who are living below the poverty line and desperately need our services. We helped them with our transitional employment programs, supportive agencies, boutique clothing and flea market. In addition, we provide training in computer, healthcare and English in order to help our clients get higher paying jobs. AJ needs your generous donations and volunteer work to continue making a difference in the lives of all San Franciscans and continue to make our city one of the greatest places to live in the world.*

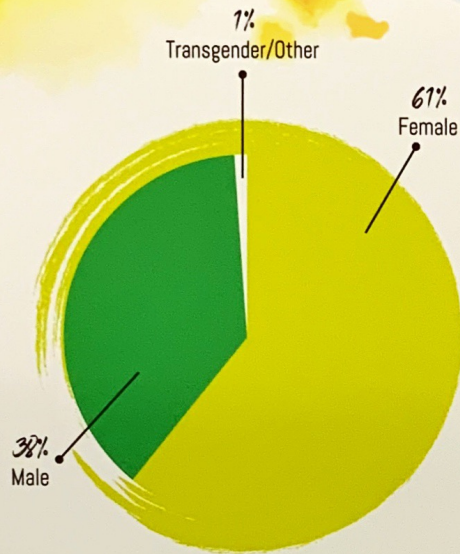
  
*Dalila Ahumada*  
**DALILA AHUMADA**  
Executive Director

  
*Steve Lewey*  
**STEVE LEWEY**  
Board President

# Client Demographics

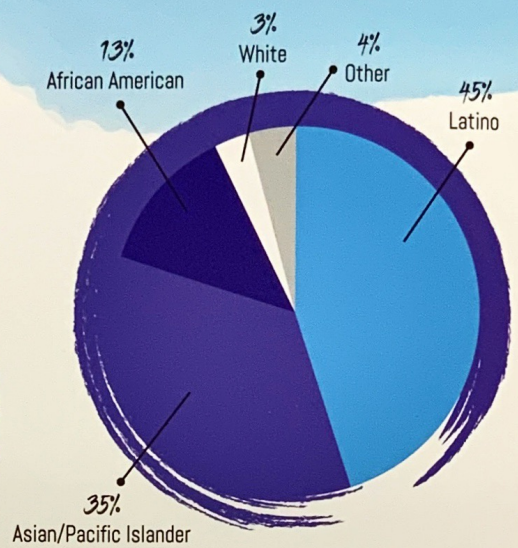
## Gender

Female	61,664
Male	38,413
Transgender/Other	1,011
<b>TOTAL</b>	<b>101,088</b>



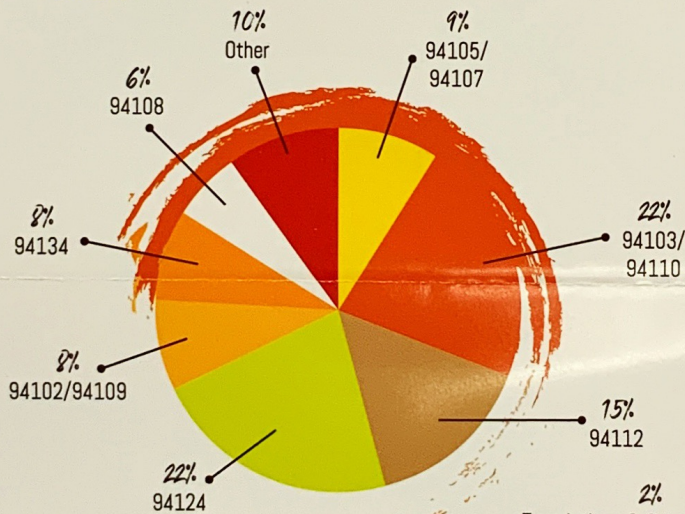
## Race

Latino	45,490
Asian/Pacific Islander	35,381
African American	13,141
White	3,033
Other	4,043
<b>TOTAL</b>	<b>101,088</b>



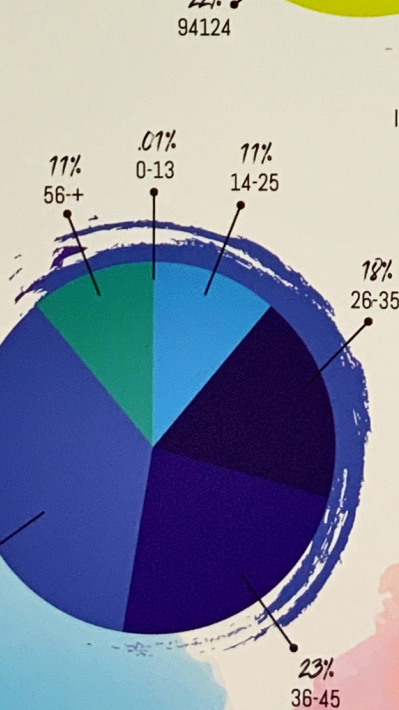
## Neighborhood

94103/94110	22,239
94124	22,239
94112	15,163
94105/94107	9,098
94102/94109	8,087
94134	8,087
94108	6,065
Other	10,110
<b>TOTAL</b>	<b>101,088</b>



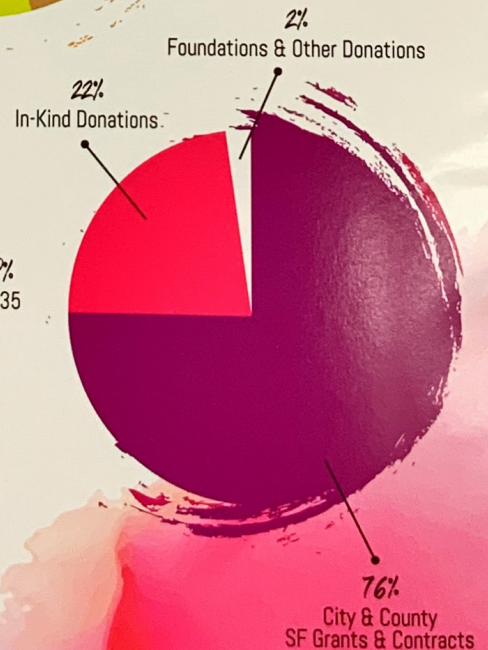
## Age

0-13	1,011
14-25	11,120
26-35	18,196
36-45	23,250
46-55	36,391
56+	11,120
<b>TOTAL</b>	<b>101,088</b>



## Budget 2017-2018

City & County of SF Grants & Contracts	\$7,677,281
In-Kind Donations	\$2,182,060
Foundations & Other Donations	\$199,500
<b>TOTAL</b>	<b>\$10,058,841</b>



# Programs and Services

## Technology

AJ offers the **Automated Office Skills Training (AOST)** computer program which is designed to prepare students for employment in a computerized office environment. The course is an intensive, full-time classroom immersion in the latest computer tools. The program focuses on the two main applications of computers in the office environment—word processing and spreadsheets. The students also receive a strong grounding in basic computer concepts, operation, internet and email usage, alongside personal assistance with job searches, work readiness and work placement.

**Introduction to Computers in Spanish (ICS)** is a basic computer skills program that includes: computer operation, word processing, spreadsheets, web navigation, and e-mail. It also has a vocational component using resume creation and job-related web searches to prepare students to find employment suiting their level of experience and field of interest.

In addition, Arriba Juntos serves as a **Microsoft Authorized Testing center for the Microsoft Office Specialist Certification (MOSC)**, the only Microsoft approved program in the world for certifying proficiency in Microsoft Office desktop applications.

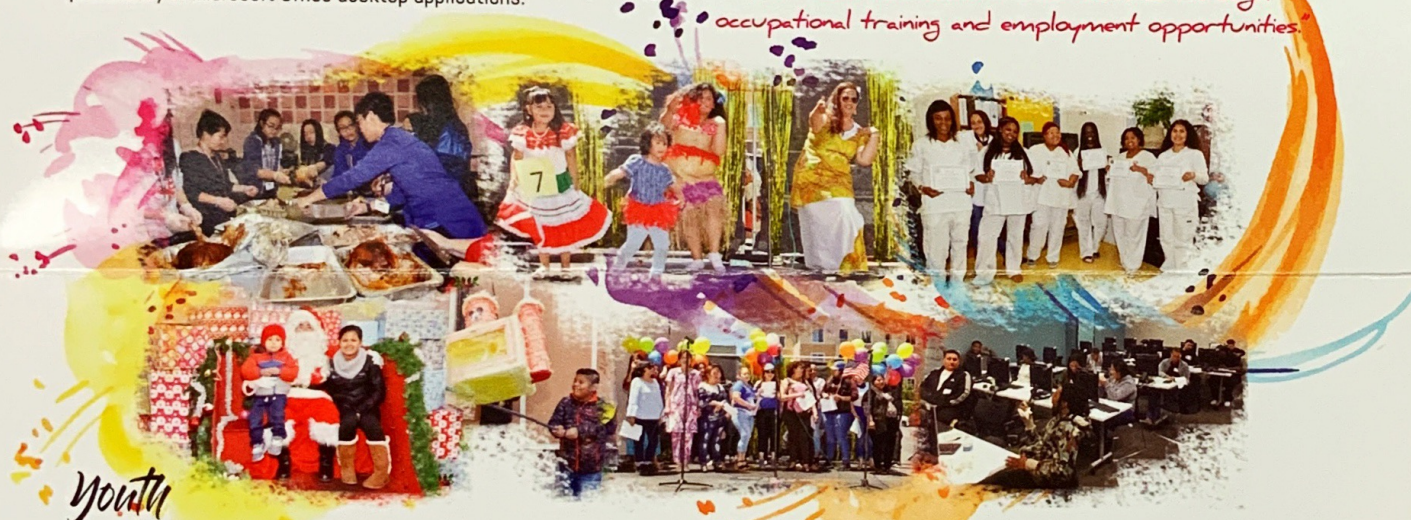
## Health Careers

Our Homecare Training Program prepares students to become caregivers and provide support to seniors or incapacitated individuals. Students are trained to assist patients with their daily living needs in the patients' homes.

The **Certified Nurse Assistant/Home Health Aide (CNA/CHHA)** training program is designed to prepare students to provide health services for patients in long-term care facilities, hospitals, and private homes. After successful completion of the program, graduates are eligible to take the Nursing Assistant State Certification exam.

The health career training programs also includes a **Cardiopulmonary Resuscitation (CPR)** course to obtain the American Safety and Health Institute Certification, which is valid for two years. We also offer **Continuing Education Units (CEU's)** classes that are required for Certified Nursing Assistant license renewal.

*"Our mission is to promote economic self-sufficiency for San Franciscans & their families through occupational training and employment opportunities."*



## Youth

**Power Up Youth (PUY)** and **Youth Employment Services (YES)** program at Arriba Juntos provides at-risk youth the tools they need to become self-sufficient and maintain a stable lifestyle. The program includes work readiness preparation, life skills workshops, peer-to-peer support, computer skills training, GED preparation, intensive case management, job search and placement assistance, supportive services, information and referrals, and retention and follow up services. All of our youth clients receive the customized individual attention and support they need to be able to reach their individual goals.

**Transitional Age Youth Employment Services- (TAY-YES)** is a transitional employment program for current or foster youth. Program participants gain valuable work experience and earn wages through their job placement at a non-profit community based organization. In conjunction with subsidized employment placement, participants receive onsite GED/high school diploma instruction with Five Keys Charter School, job readiness classes and supportive services. Case managers work closely with participants to provide a continuum of employment services.

**Youth Workforce (YW)** program provides job readiness training, life skills workshops, peer-to-peer support, computer skills training, GED preparation, intensive case management, job search, job placement assistance, barrier remediation, supportive services and retention services. Program staff will assist and place youth (14-18) into work-based learning opportunities that include paid and unpaid work experience and paid and unpaid internships with various local businesses and other community based organizations. Each

youth participant will receive intensive case management services to reach their goals.

Arriba Juntos also provide the following comprehensive employment and educational services to youth:

- The **Basic Remedial Education (BRE)** program covers basic math, reading and critical thinking.
- The **General Education Diploma (GED)** preparation class offers students an opportunity to receive guided tutoring to successfully complete the GED test and receive an equivalent high school diploma.
- The **Computer Remedial Education (CRE)** program helps youth gain computer skills and technology literacy.

**Interrupt, Predict, and Organize (IPO)** for a Safer San Francisco is a violence prevention and intervention initiative initiated by the Mayor's Office. One of the major objectives is to implement a coordinated service strategy for high at-risk and in-risk individuals in San Francisco's high crime neighborhoods. This strategy is designed to address early intervention, education, workforce and behavioral health needs. Employment is an essential component in creating an effective violence prevention strategy. The IPO program at Arriba Juntos serves young adults and provides intensive job readiness training, case management, barrier remediation, job placement and follow up retention services.

## Other Employment Programs

The Work Participation Activities (Bridge-Filler) is provided to CalWORKs participants. They are engaged in GED and Skill Development Training or Job Readiness Training to be equipped with the tools they need in their job search. In addition, AJ provide them with valuable work experience that will prepare them to be competitive in the job market and excel in their future careers.

Clean Streets Transitional Employment Support Services (TESS) provides job readiness classes, barrier remediation, and employment services to Public Service Trainees assigned to work at host sites under the supervision of the Department of Public Works. Participants receive case management and one-on-one assistance for any employment/vocational barriers. Case managers work closely with participants to develop realistic employment goals and provide the necessary support to transition participants into unsubsidized, gainful employment.

The HomeWORC (Homeless People Working for Opportunity, Resource, and Change) is an employment/training program for homeless and formerly homeless front-line staff, as well as volunteers working in the homeless services industry. We give them the skills and knowledge to advance into higher-level and better paying positions with a customized course curriculum, case management, job placement, career advancement services and supportive services throughout the program.

The Rapid Response Program (RRP) for Welfare-to-Work Re-Engagement is a program for CalWORKS recipients. It is aimed at reentering them into the workforce by providing a one month transitional employment opportunity at Arriba Juntos or another community-based nonprofit. Participants receive paid on-the-job training related to their field of interest where they can develop, practice and enhance all the necessary skills for the workplace, including social and technical ones. Arriba Juntos assists participants in eliminating employment barriers by offering resume assistance, interview preparation, weekly computer training, plus referrals to job opportunities and community resources according to their individual needs.

## Services

We provide Information and Referral Assistance with regard to social service resources and programs in the community and around the Bay Area including: financial assistance, housing and shelter information, healthcare, children's services and legal services, among others.

Our Open Access Computer Center represents a crucial part in a deliberate effort to bridge the digital divide by providing technology equipment and assistance. It offers access to resources such as fax machine, telephone, copy services and computers with internet access. During the year, more than 10,000 job seekers utilize our computer center.

Through our twice-weekly Drop-in Job Orientations, clients are offered current job listings in fields such as hospitality, construction, health, retail, administrative and many others. Clients are also provided assistance with job applications, resumes, cover letters and interviewing techniques. Over 10,000 community members have accessed our drop-in job orientations.

As part of our efforts to connect our clients and community members with employers and a wide range of job opportunities, AJ hosts onsite Job Fairs. AJ partners with local organizations and companies during this event with 2,500 job seekers in attendance.

Arriba Juntos assists low-income clients in obtaining energy assistance through the PG&E CARE Program. This program provides monthly discounts on energy bills for income qualified households.

As an access site for Cal-Fresh benefit applications, Arriba Juntos is able to assist prospective applicants in assessing their eligibility and submitting applications for Cal-Fresh benefits through our Cal-Fresh Application Assistance service.

The Community Jobs Program (CJP & CJP1) are transitional employment programs created for CalWORKS and PAES recipients so they may gain valuable work experience through placement at a community based organization. Simultaneously, participants receive GED preparation, professional development, computer skills training and intensive case management.

The Refugee Cash Assistance Program (RCA) at Arriba Juntos offers refugees and asylees classes for fast language skills acquisition in comprehension, speaking, reading, and writing. The program includes individualized and group instruction offering innovative methodologies and up-to-date technology for all skill levels. Job search and placement services with staff that focus on students' specific skills and interests have a highly successful track record. Also, the refugees/asylees receive intensive case management providing comprehensive support through assessments, evaluations, planning and implementation customized to the individual clients' needs.

Public Service (PST) Skills Development for Work Study Participants receive Post-Secondary Academic Education and Skills Development Training or Job Readiness Training such as learning computer word processing and spreadsheets for administrative occupations, as well as basic accepting directions from supervisors about work.

## English as a Second Language (ESL)

The English as a Second Language/Vocational Immersion Program (ESL/VIP) is an intensive English language immersion program that focuses on teaching vocabulary and the cultural customs of the workplace. Included in this program is a paid and non-paid work participation component. Participants progress from the lowest level of language ability to a workable knowledge of English, gaining familiarity with common workplace terminology and developing an understanding of workplace culture. This highly successful program has become a model for other cities with large immigrant populations.

We provide our students with hot and nourishing lunches during the week with our Lunch Distribution Service. In addition, AJ provides fresh pastries to our students on a daily basis.

During the holiday season, AJ partners with organizations and local businesses to host the annual "La Posada" Toy Give Away event. Each year, hundreds of children and their families enjoy music, entertainment, food, piñatas, clowns, bounce houses, pictures with Santa, and lots of fun! We distribute holiday gifts to all children in attendance.

Every Saturday and Sunday, AJ opens its parking lot to local vendors to sell their products and goods at our Flea Market. We provide the opportunity for people to earn income by participating in our market.

Our clients receive free professional interview and work place clothing through the AJ Boutique. The boutique is open daily to the community at large for very low cost clothing and household items. Arriba Juntos accepts donations to support this effort.

Arriba Juntos partners with the San Francisco Pretrial Diversion Project for the Project 20 Program. Individuals who cannot afford or prefer to do volunteer community service in lieu of paying parking citation fines may come to AJ to complete their volunteer hours.

Arriba Juntos has a unique partnership with Five Keys Charter School. Five Keys is an onsite provider of high school courses and GED preparation classes for AJ clients participating in an employment and training program. Certified teachers provide individual learning plans which are developed to match each student's education level. This enables students to earn their high school diploma or GED as quickly as possible.

1850 Mission Street San Francisco, CA 94103

☎ 415.487.3240 🏠 415.863.9314 🌐 info@arribajuntos.org

[www.arribajuntos.org](http://www.arribajuntos.org)