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# Arriba Juntos



## Arriba Juntos

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*Celebrating 45 Years in the Community!*



# 45 Years serving the Community!

Dear Friends,

The national and local economy are showing signs of improvement, yet unemployment and underemployment remain serious issues for too many in our city. Arriba Juntos' commitment to helping San Franciscans achieve economic self-sufficiency through occupational training is resolute, despite the 23% increase in the number of community members seeking AJ's services. Thanks to our committed staff, volunteers, board members, interns, and community members, we were able to serve 75, 245 residents of San Francisco this past year.

AJ is very aware of the role it plays in assisting community members with other basic services such as food, energy bills, and youth programs, which affect their ability to achieve economic self-sufficiency. Our Thursday Food Pantry distributes food to more than 900 community members every week, making AJ the largest distributor for the San Francisco Food Bank.

We also assist community members with determining their eligibility for food stamps and monthly discounts on their energy bills through PG&E's CARE Program. The Mission Safe Haven program (after school) allows elementary school children to complete all of their homework with one-on-one assistance from tutors, and also participate in fun educational activities.

Our success over the past 45 years would not have been possible without the countless hours and dollars contributed to AJ by our friends and partners. We are honored to serve this community and are proud of the broad support we enjoy from all segments of San Francisco. Our reward is seeing our clients provide a better quality of life for their families and fulfill the American Dream that has driven this country for centuries and should be available to everyone.



*Dalila Ahumada*  
Dalila Ahumada, Executive Director

*Daniel R. Kingsley*  
Daniel R. Kingsley, Board President

## Our progress through five decades!

**The 1960s:** On May 13, 1965, the late James H. McAlister, Esq., Herman E. Gallegos, MSW, and 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.

**The 1970s:** During the Seventies, 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.

**The 1980s:** In the Eighties, the agency's office was located at 2017

Mission Street on the corner of 16th Street. In this decade, 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; a minor home repair program for low-income home-owners, funded by PG&E; a Certified Nursing Assistant (CNA) training program; and the Adelante program. 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.

**The 1990s:** In the early Nineties, Arriba Juntos opened 48 affordable rental units called the Leandro Soto Apartments on the east side of Mission Street between 17th and 18th Streets. In the same decade, Arriba Juntos purchased its own building at 1850 Mission Street between 14th and 15th Streets. Arriba Juntos started another new program called the Homeless Employment Collaborative (HEC) funded by PICas 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 several new programs: the 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); the MUNI Entry Level Maintenance Training program, a collaboration with DHS and the San Francisco Municipal Railway (MUNI); an English as a Second Language (ESL) training program funded by DHS for welfare recipients; the Northwest Community Response Network (CRN), a collaborative effort to reduce street-level violence in the Mission, Western Addition, and SOMA/Tenderloin areas; and Continuing Education Unit (CEU) training that is required for CNA license renewal, approved by the DHS and BPPVE. AJ also serves as an authorized testing site for the Microsoft Office Specialist Certification (MOSC).

A more recent initiative is the institution of comprehensive employment and

educational services for at-risk youth, Basic Remedial Education (BRE), General Education Diploma (GED) preparation, and Computer Remedial Education (CRE) with services in Spanish.

Other new services for the community at large include a weekly food distribution program in Arriba Juntos' parking lot, in coordination with the San Francisco Food Bank. As part of a continuing effort to reach our community, Arriba Juntos, in association with other organizations and local businesses, hosts a toy giveaway party, "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, as an access site for food stamps, Arriba Juntos is able to assist prospective applicants in assessing their eligibility. Supporting the mission of promoting economic self-sufficiency, Arriba Juntos runs a flea market on weekends for local vendors to sell their products. AJ also opened the Boutique with the goal of providing professional clothing for clients and community members to wear for interviews and at work site. AJ keeps on growing stronger!

# 45 Years serving the Community!

## Programs

All of our training programs integrate intensive customized case management, job placement activities, job retention services, and work readiness / life skills components to provide participants with a comprehensive array of skills to help them transition and sustain their success.

## Technology

The **Automated Office Skills Training (AOST)** computer program is designed to prepare students for employment in a computerized office environment, incorporating work readiness skills, classroom instruction, and internship opportunities.

Our **Introduction to Computers in Spanish (ICS)** program includes basics of computer operation, word processing, spreadsheets, web navigation, and e-mail. It provides a vocational angle, using resume creation and job-related web searches to prepare students to find employment.



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.

## Youth

The **Mission Safe Haven** (after school) program allows elementary school children to complete all of their homework with one-on-one assistance from tutors, and also participate in fun educational activities. Arriba Juntos extends these services throughout the summer.



Arriba Juntos also provides comprehensive employment and educational services to at-risk-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 their diploma. Also, the **Computer Remedial Education (CRE)** program helps youth gain computer skills and technological literacy.

The **Northwest Community Response Network (NCRN)** is a collaborative effort to reduce street-level violence in the Mission, Western Addition, and SOMA/Tenderloin areas by providing street outreach, family support, and aftercare services through a 24-hour crisis line.

Over 75,000 community members have accessed AJ programs and services during the 09-10 fiscal year, a 23% increase over fiscal year 08-09.

## Health Careers

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

The health careers program also includes a **Cardiopulmonary Resuscitation (CPR)** course to obtain the American Safety and Health Institute Certification, which is valid for two years.



AJ also offers **Continuing Education Units (CEUs)** that are required for the CNA license renewal.

## English as a Second Language (ESL)



The **English as a Second Language/Vocational Immersion Program (ESL/VIP)** includes a work participation component, an intensive English language immersion program focused on teaching the vocabulary and cultural norms of the workplace. Participants progress from the lowest level of language ability to a workable knowledge of English, gaining familiarity with common workplace technology and an understanding of workplace culture.

In addition, the **Evening Basic English as a Second Language (EBESL)** classes for beginning and intermediate learners cover listening comprehension, pronunciation, grammar, vocabulary, reading, and writing.

The **HomeWORC** (Homeless People Working for Opportunity, Resource, and Change) is an employment and training program for homeless and formerly homeless front-line staff and volunteers working in the homeless services industry that provides them with the skills and knowledge to advance into higher-level and better-paying positions.

In collaboration with the S.F. Municipal Railway, the **MUNI Entry Level Training (MELT)** program provides the skills, training, certificates, and experience necessary for participants to qualify for long-term employment in the transportation industry as well as the public and private general labor industry.

# 45 Years serving the Community!

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

The **Placement Center** is a computer laboratory open to the community at large. It offers access to resources such as fax machines, telephones, copy services, and computers with Internet capabilities to help clients with their job search.

At the **job orientations**, clients are offered current job listings encompassing occupations in fields such as Hospitality, Construction, Health, Child Development, and many more. Clients are also provided assistance with job applications, resume templates, and information on interviewing techniques, cover, and thank you letters. We provide **drop-in employment services** to community members who are seeking placement assistance and job referrals. They have access to our Placement Center to conduct job searches and apply for jobs.

In addition, as part of our efforts to provide employment opportunities to our clients and the community at large, AJ partners with local employers, organizations, and corporations to host ongoing **Job Fairs** during the year.



In partnership with organizations and local businesses, AJ hosts an annual **Toy Give Away** party, "La Posada." Last year, more than 2,500 children and their families enjoyed music, food, piñatas, clowns, bounce houses, pictures with Santa, raffle prizes, and lots of fun!

Every Saturday and Sunday, AJ provides a place for local vendors to sell their products at the **Flea Market**. Our market provides a fast method for people to earn income.

**AJ Boutique** provides professional clothing for clients and community members to wear for interviews and on the job.

In collaboration with the SF Food Bank, every Thursday we offer a **Food Pantry**, distributing healthy food to more than 40,000 community members to help balance their nutrition.

## Services

Every year AJ assists and supports hundreds of families and individuals through our occupational training, employment opportunities, and supportive services.

The support they receive helps them to move from a state of dependency into a high level of productivity and improve their educational and professional prospects.



As an access site for **Food Stamps**, Arriba Juntos is able to assist prospective applicants in assessing their Food Stamp eligibility and submitting applications for the program.

In partnership with the IRS, TaxAID, and VITA programs, AJ serves as a host site for **free tax preparation** for members of our community. We offer this service with the capacity to serve Spanish speakers.

In collaboration with **SF EARN**, we promote opening efficient bank accounts among our clients and community members so that they can begin the road to self-sufficiency.

Also, the **PG&E CARE** program provides income-qualified households guidance on the application process to receive a discount program on energy bills.

On election day, Arriba Juntos opens its doors as a **polling place** so the community can have an accessible and non-intimidating experience voting.



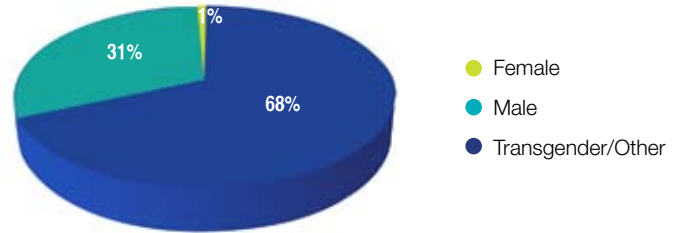
A counselor from the **Clean Slate** program provides assistance to individuals with criminal records so their past mistakes won't affect their chances for a job, a professional license, or credit.



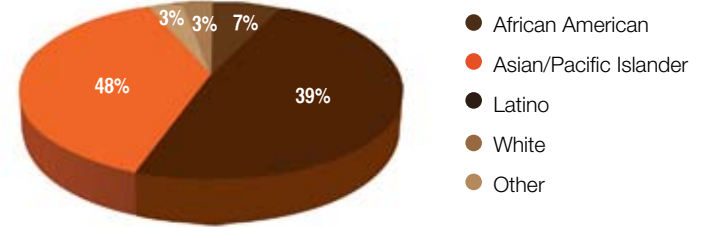
# 45 Years serving the Community!

## Client Demographics

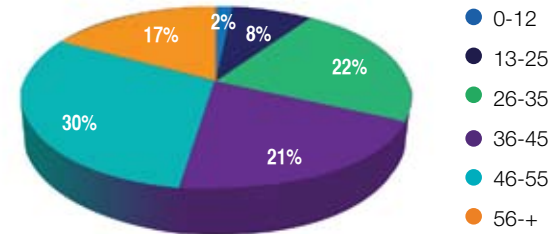
Gender	Clients	
Female	51,498	68%
Male	23,218	31%
Transgender/Other	529	1%
<b>Total</b>	<b>75,245</b>	<b>100%</b>



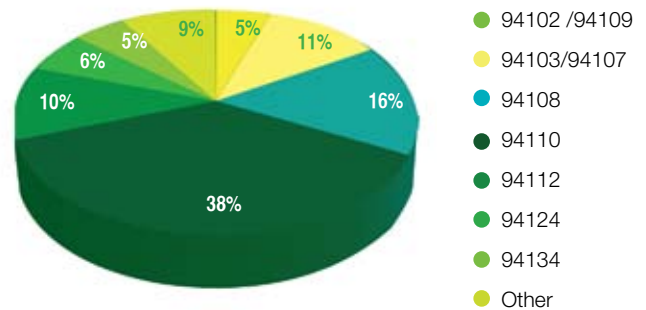
Race	Clients	
African American	5,367	7%
Asian/Pacific Islander	36,355	48%
Latino	28,870	39%
White	2,459	3%
Other	2,194	3%
<b>Total</b>	<b>75,245</b>	<b>100%</b>



Age	Clients	
0-12	1,294	2%
13-25	5,935	8%
26-35	16,456	22%
36-45	15,862	21%
46-55	22,991	30%
56+	12,707	17%
<b>Total</b>	<b>75,245</b>	<b>100%</b>



Neighborhood	Clients	
94102 /94109	3,895	5%
94103/94107	8,273	11%
94108	11,773	16%
94110	28,688	38%
94112	7,817	10%
94124	4,356	6%
94134	3,916	5%
Other	6,527	9%
<b>Total</b>	<b>75,245</b>	<b>100%</b>



## Revenue

City of SF Grants and Contracts	\$ 3,674,490	83%
Foundation	\$ 29,758	1%
Donations	\$ 463,017	10%
Other Income	\$ 258,053	6%
<b>Total</b>	<b>\$ 4,425,318</b>	<b>100%</b>

