



# 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



# Many Thanks to All of Our Donors

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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 & Equithrapy)  
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](http://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](mailto:Beth@NapaValleySupportServices.org)  
[www.NapaValleySupportServices.org](http://www.NapaValleySupportServices.org)



### Napa Valley Support Services

For more information about Napa Valley Support Services and/or to view and give feedback on our strategic plan please visit our website at:

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

### 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)
<b>REVENUE</b>			
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)
<b>Total Revenue</b>	<b>3,171,305</b>	<b>3,288,595</b>	<b>13,546</b>
<b>EXPENSES</b>			
Program Services Expenses	2,768,993	2,751,598	(17,395)
Supporting Services Expenses	387,382	418,092	30,710
<b>Total Expenses</b>	<b>3,156,375</b>	<b>3,169,690</b>	<b>13,315</b>
<b>INC (DEC) IN NET ASSETS</b>	<b>14,930</b>	<b>118,905</b>	<b>103,975</b>
<b>DEVELOPMENT FUND</b>	<b>554,527</b>	<b>586,257</b>	<b>31,730</b>
<b>CASH &amp; SECURITIES - General Fund</b>	<b>731,554</b>	<b>244,08</b>	<b>(487,472)</b>
<b>Working Capital - Current Assets Less Current Liabilities</b>	<b>1,443,839</b>	<b>1,538,524</b>	<b>94,685</b>





## IMPERIAL WAY PROGRAM

Napa Valley Support Services

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

**T**his 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](mailto: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
<b>EFFECTIVENESS GOAL:</b> 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					
<b>EFFICIENCY GOAL:</b> 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
<b>SATISFACTION GOAL:</b> 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
<b>EMPLOYMENT SERVICES</b>							
<b>EFFECTIVENESS GOAL:</b> 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					
<b>EFFICIENCY GOAL:</b> NPS will contact a minimum of 95% of individuals referred within 5 business days of referral.	100	100	100	100	100	100	100
NPS will maintain weekly contact with a minimum of 95% of individuals on referral list.	100	100	100	91	100	100	100
<b>SATISFACTION GOAL:</b> 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*

**M**aurice 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 Yountville, 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](mailto: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.