



ARRIBA JUNTOS

annual report 2002 - 03



An organization for business, education and community advancement since 1965



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Cover page photos are from the fiscal year 2002-03 and the early days of the agency – and though fashion and technology have changed, our mission and commitment are the same in 2003 as they were in 1965.

Arriba Juntos
1850 Mission Street • San Francisco, CA 94103
Phone 415/487-3240 • Fax 415/863-9314

www.arribajuntos.org

v. September 2, 2003

THE MISSION

'The Arriba Juntos mission is to promote economic self-sufficiency for San Franciscans and their families through occupational training and employment opportunities'

Arriba Juntos has provided vocational training and employment services to San Franciscans since 1965.

Our longevity tells us that we've been doing something right for a long time. Our success rates for the fiscal year 2002-03 prove that we still are.

To the many of our clients that we helped become self-sufficient during the last year, our successes must have seemed nothing less than a miracle. After all, we're in a recession. For the agency staff that helped turn client dreams into reality, it was just another year in the life of Arriba Juntos.

A Chinese proverb holds that the only constant is change.

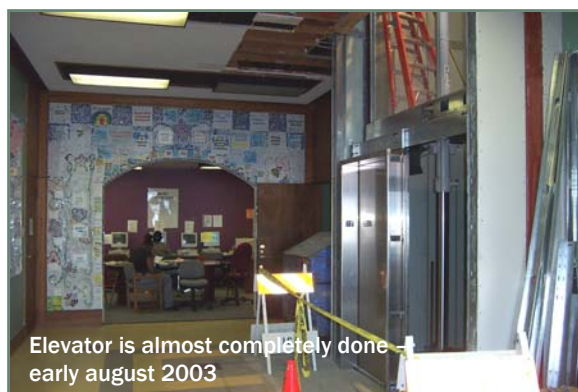
One major change this year was transferring the role as the lead agency for the La Cocina project to the Women's Foundation. Because of the transfer, Arriba Juntos no longer participates in the La Cocina project.

What didn't change was our commitment to the well being of the community and success of our clients. That commitment is as constant as ever.

This year, we started construction on our elevator, made possible through generous support from the San Francisco Mayor's Office of Community Development (MOCD).

As this Annual Report is being completed in late summer 2003, the elevator is almost completely up and running.

Opening ceremony is tentatively scheduled for early fall.



In addition to providing most of the funding for construction of the elevator, MOCD has pledged \$50,000 for other facility improvements, including the renovation of a women's bathroom.

The Morris Stulsaff Foundation has committed to \$25,000 in matching funds.

THE PROGRAMS



American Red Cross
of Greater Los Angeles

Competency Evaluation Program
2700 Wilshire Boulevard
Los Angeles, California 90057
(213) 739-6837
Fax: (213) 380-0362
www.acrossla.org

March 31, 2003

Ms. Dalila Ahumada
Acting Executive Director
Arriba Juntos
1850 Mission Street
San Francisco, CA 94103

To whom It May Concern:

The staff of the American Red Cross Competency Evaluation Program (CEP) expresses our fervent support for Ms. Dalila Ahumada, Acting Executive Director of Arriba Juntos and their work in the San Francisco community.

The service Arriba Juntos provides affect not only the clients and students they directly served in the community, it also affect the lives of people who need to pass the certified nurse assistant (CNA) examination in order to advance in their careers.

When the American Red Cross needed a site to provide CNA testing in the San Francisco area, Ms. Ahumada and the Arriba Juntos staff, without hesitation opened the door to accommodate candidates, so that they can avoid travelling a distance to be tested. They realize that many of these candidates have no means of transportation but the public transit system. We appreciate the willingness of Arriba Juntos' staff to serve the larger bay area community.

I strongly hope that you will continue to provide their program with funding they need to carry on their vital work in the community.

If I can be of further assistance, please do not hesitate to call me at (213) 739-5297.

Sincerely,

Angela Cheung
Director
Statewide CEP

In 2002-03, Arriba Juntos offered clients a smorgasbord of job training and employment services from which to choose.

Hundreds of clients took the opportunity to learn new skills and gain the tools leading up to self-sufficiency.



Health careers and technology programs remained the most popular with funders and clients alike.

HEALTH careers

Home Care
Certified Nursing Assistant (CNA)
Certified Home Health Aide (CHHA)

54 clients served

The bilingual **Home Care program** was geared to meet the responsibilities of home care workers.

Students in the **Certified Nursing Assistant program** learned how to provide health services to patients needing long-term care. Participants were presented with classroom theory that helped them develop expertise on the care patients in long-term care facilities require. They also learned hands-on by practicing new skills and techniques in our mock health-care training facility.



Our health careers classroom provided students with the opportunity to practice what they had learned in theory



At the successful completion of the program, participants qualified for CNA certification from the State of California. This classification allowed them to enter into the exciting and rewarding health careers field.

The **Certified Home Health Aide training** followed the CNA component. It prepared participants to provide personal assistance services to frail, low-income seniors and disabled adults. Students received eight hours CPR training and became certified.

100 clients served

TECHNOLOGY programs & access

Automated Office Skills Training
Open Access
Placement Center

The success of the individual in the contemporary workplace has become increasingly dependent upon his or her ability to understand and use computer technology. Those that lack the means necessary to conquer new technologies too often become part of an increasingly emerging underclass – the technology have-nots that make up the digital divide.

Arriba Juntos technology programs and Placement Center offered a remedy to this serving hundreds of technology-starved clients this year.

Automated Office Skills Training taught the basic computer skills essential to today's workplace.

108 clients served

The **Open Access** program provided evening courses teaching computer skills for clients that worked during the day.

150 clients served

about 15 clients used the placement

center on a typical day

Area job seekers used the **Placement Center** to access computer equipment, the Internet, and tap into the expertise of an employment specialist for free.

YOUTH programs

AAA Internship and Scholarship
Work Readiness
Mission Safe Haven
Tree Care

AAA Internship and Scholarship 27 youths served

The AAA Internship and Scholarship program was a collaboration between Arriba Juntos and the CA State Automobile Association.

Students from the SF Community College were placed in internship positions with auto shops certified by AAA of America (at \$10.00 per hour, 20 hours per week, for 8 weeks).

Participants gained valuable work experience and hands on training in auto technician repair.

Arriba Juntos provided students with case management services, life skills training, etc.



Work Readiness 75 youths served

This program prepared youth to enter the workforce by providing training on topics such as reading, writing, oral communication skills, and workplace behavior and attitude.

Follow-up services included referrals to vocational training programs, GED programs, Youth OJT, or direct job placement.

30 youths served

Mission Safe Haven program

Mission Safe Haven provided comprehensive employment and educational services to at-risk-youth between the ages of eleven to eighteen.

Participants were offered tutorials, work readiness, occupational and life skills workshops, and job placement services when appropriate. Youth were also encouraged and guided through the process of enrolling in higher education or vocational training programs.



Tree Care 32 youths served

in collaboration with
Friends of the Urban
Forest

The majority of kids living in the San Francisco enterprise zone have few real alternatives to the street once school ends for the day or the week.

The Tree Care program was a paid (\$7.50/hour) training-program for youth ages fourteen to sixteen that resided in the economically distressed enterprise zone. The youth learned how to plant and maintain trees in San Francisco's urban neighborhoods. This way, the program provided exposure to horticulture, taught kids responsibility, and provided them an alternative to the street.

HomeWORC

career advancement

72 HomeWORC clients served

HomeWORC is an acronym derived from Homeless People Working for Opportunities, Resources and Change.

Program participants were currently or previously homeless individuals presently working as front staff for area non-profits.

The HomeWORC provided the participants the skills they needed to advance within their current agencies.



ON-THE-JOB TRAINING (ADULT & YOUTH)

34 clients served by the OJT program



March 31, 2003

To Whom It May Concern:

Task Masters is a Concierge Company who provides corporate concierge services, housekeeping services, errand running services and this list goes on. Whenever I start a new project, I always call Arriba Juntos. I have used Arriba Juntos for employee referrals for six years. The work they do is very powerful. They allow me to empower the lives of some pretty wonderful people. Once I hire from their pool, I continue the process of teaching and mentoring the individuals whom I hire. Several of the housekeeping staff never spoke English until they worked for me. I encouraged them to go to school and I paid for their books and materials. Four staff members have gone on to more education and have left me for the bigger world around us.

Please, please continue to fund this very important non-profit organization. Without organizations like Arriba Juntos, many people would continue to be unemployed, lost, and who knows who they would turn to for help. I think that if you asked my current staff, you would realize how happy they are.

Please feel free to call on me for any additional information.

Very truly yours,

Denise L. Paulson
President

333 Bush Street West San Fra
415-781-8807 • 415-781-TA

The **On-the-Job-Training program** helped clients develop vocational skills by placing them in subsidized on-site training with employers who hired trainees for predetermined periods of time at specified wages.

Young Ideas Community Home
160 Aptos Avenue
San Francisco, CA 94127
(415) 337-1617 FAX 337-1450

To: Ms. Dalila Ahumada, Acting Executive Director
Fr: Keith O. St. Clare
Re: On The Job Training
Dt: 3/26/03

Dear Ms. Ahumada,

We here at Young Ideas Community Home express our strong support for Ms. Dalila Ahumada, acting Executive Director of Arriba Juntos and their vital work and significant endeavors they are performing for the welfare of the clients and community whom they serve most, as well as the private sectors.

A number of our current employees are Arriba Juntos clients. We believe the OJT contracts that are provided through Arriba Juntos prepares them with the job skills necessary for success in their current status and pursuit for work satisfaction.

I fervently hope that you will continue to provide their program with the funding they need to pursue its important work. If I can provide further information pertaining our excellent relationship and experiences with Arriba Juntos, we can be reached by phone, fax or mail.

Cordially yours,

Keith O. St. Clare
Executive Director

MUNI

customized training

The MUNI program provided participants with four days of hard skills training per week and one day of soft skills training.

Participants received hard skills training by MUNI. It included maintenance of MUNI busses and offered a chance for MUNI employment upon program completion.

One day per week, participants received soft skills training and employment services at Arriba Juntos. For example, case management, job readiness training and placement, and retention services.



40 clients served

ENGLISH-AS-SECOND LANGUAGE



The ESL Program provided English language training by focusing on real-life situations, including workplace communication.

The New Colossus

NOT LIKE THE BRAZEN GIANT OF GREEK FAME, WITH CONQUERING LIMBS ASTRIDE FROM LAND TO LAND;

HERE AT OUR SEA-WASHED, SUNSET GATES SHALL STAND A MIGHTY WOMAN WITH A TORCH WHOSE

FLAME IS IMPRISONED LIGHTNING, AND HER NAME MOTHER OF EXILES

FROM HER BEACON-HAND GLOWS WORLD-WIDE WELCOME; HER MILD EYES COMMAND THE AIR-BRIDGED

HARBOR THAT TWIN CITIES FRAME. "KEEP ANCIENT LANDS YOUR STORIED POMP!" CRIES SHE WITH SILENT LIPS. "GIVE ME YOUR TIRED, YOUR POOR, YOUR HUDDLED MASSES YEARNING TO BREATHE FREE,

THE WRETCHED REFUSE OF YOUR TEEMING SHORE. SEND THESE, THE HOMELESS, TEMPEST-TOST TO ME,

I LIFT MY LAMP BESIDE THE GOLDEN DOOR!"

82 clients served

THE PEOPLE



details from the AJ mural on 1850 Mission Street

clients
partners
contributors
agency

clients*

Our clients typically came from the most socio-economically disadvantaged segments of society. The bulk of them came from the Mission District and South of Market area.

Roberto Rodriguez** was but one of the many clients we served last year.

While his life story is as unique as he is, the successful path he embarked on thanks to Arriba Juntos represents the kind of success we see our clients experience time and time again, year after year.

* The final section of the annual report includes detailed demographic data

** Participant name has been changed to protect client privacy

client success story

ROBERTO rodriguez

Roberto Rodriguez and his two children emigrated from Nicaragua. Once in the US, he could not work in the medical field despite his qualifications from Nicaragua - he didn't have the needed California License.

He worked as a store attendant while pursuing his goal - to work in the medical field. This eventually landed him at Arriba Juntos, where he enrolled in the Certified Nursing Assistant Program.

During the training, he got a job at a Registry (Hired Hands) where he earned approximately \$9.00 per hour.

He worked on the weekends as a Home Health Aide in Marin County just north of San Francisco. This meant that Roberto was forced to spend a good part of his weekend traveling.

After he graduated, he mailed a lot of applications. He was soon hired by The Goldman Institute of Aging, making around \$11.00 per hour.

While working there, he applied for a hospital position. After four months, he was offered a permanent job at Saint Mary's Hospital, earning \$14.00 per hour.

Always wanting to do better and provide his children a bright future, Roberto told Arriba Juntos during a visit that he was about to start a new job at San Francisco General Hospital. His starting salary was \$23.00 an hour and he'd receive full benefits from the start.

Roberto will be the first to tell you that without the training he received at Arriba Juntos, and which helped him obtain his CNA State License, he would not have been able to achieve as much as he has.

Arriba Juntos has since its early days teamed up with other community-based organizations and played an active role in collaborations and partnerships.

During 2002-03, those included...

The **Homeless Employment Collaborative** is a Private Industry Council employment-training program for the city's homeless. HEC Participants were given opportunities for basic remedial education, employment readiness, work experience, on-the-job training, employment preparation training, direct placement, and occupational classroom training.

The Arriba Juntos part of HEC was to provide classroom training for automated office skills occupations (also includes a basic remedial education component).



One Stop San Francisco is a partnership between public and nonprofit agencies that together provide the most complete collection of resources for people with employment-related needs, i.e. businesses, community agencies, and job seekers.

Arriba Juntos helped staff the One Stop Center on Mission Street at Cesar Chavez.



The **San Francisco Information Technology Consortium** is composed of public agencies, Workforce Investment Boards, community based training agencies and Community Colleges.

We work together to implement a 'Career Ladder' approach to prepare and place unemployed and underemployed individuals in high-wage, high-demand positions in the Information Technology industry. The initiative has a specific focus on welfare recipients, the working poor and other disadvantaged groups.

Arriba Juntos provided the first step of the latter by offering computer basics training.



AJ also served as the Fiscal Agency for the **Mission Community Council**, a coalition of CBOs focusing on capacity building, and the **Community Response Network**, whose goal it is to eliminate area youth violence.

contributors

Arriba Juntos would not have survived for close to forty years if it weren't for the generous support of foundations, altruistic community members, and others that help fund our programs and donate cash, in-kind gifts, their time and expertise.

Arriba Juntos is indebted to the following for helping us help our clients live up to their full potential and become self-sufficient during 2002-03.

Thank you!

INDIVIDUALS * * *		FUNDERS
Albert Menchaca Ana-Cristina C. Wall Anonymous Antonio E. Erazo Catherine Ahlin-Halverson Christy L. Silva Claudia Viek Cristina Azocar Crystal Astabie Denise Donovan Eileen McAlister Eric Betancourt Frances DaGama Gail Horvath Gloria Vilchez Guisela Osario Jaime Villagomez James Smith Jason Katz Jennifer Chaloeintiarana John Rigdon Jose R. Escobar Jose Ramirez Joseph Grubb Kadria Sadik-Khan Kate Favetti Katherine Olds Katie Dunwoody Kevin Fisher Kevin Mulligan	Kristi Davis Les Chard Lillian Khan Lisa McGee Luis Palomar Marie Acosta Mario Diaz Matthew Rosen Melania Villarroel Michael Lloyd Mr. and Mrs. Roger Boas Nelson Ayala Olga Talamante Patrik Nylund Patricia Brown Peggy Burke Raul Martinez Rosa Cruz Rosalind Chamorro Rosanne Lurie Ruben Guerra Saira Mathew Sonia Melara Stacey Swain Steven Machado Susan Bracker Susan Leal Teresa Kearns Victoria Vasey William Chauncey Yeow Liam	Bothin Foundation* CA State Automobile Association Candelaria Fund* Charles Schwab Foundation Citibank** First Republic Bank* Five Bridges Foundation Friedman Family Foundation* Greenville Foundation Glide Memorial Church Gwin Folis* Herbst Foundation JP MorganChase Kimball Foundation* Levi Strauss* Northern Trust Bank* Pacific Gas and Electric Company* Private Industry Council San Francisco Foundation* SF Department on the Status of Women SF Mayor's Criminal Justice Council SF Mayor's Office of Community Development** Stahl Family Foundation Union Bank of California Foundation US Department of Housing and Urban Development US Department of Labor Van Loben Sels Remberock** Vanguard Foundation* Walter and Elise Haas Fund* Wells Fargo* Zitrin Foundation
* funded the La Cocina project (please see page three) ** funded the La Cocina project and agency programs *** donated cash, in-kind, their time time and/or expertise		

agency

The Board of Trustees gained a familiar face this year - David Bracker, former Executive Director of Arriba Juntos, returned to the Board in the spring of 2003.

At the end of the Fiscal-Year 2002-03, the board had the following members.

Marie Acosta
Partner, Acosta & Associates

David Bracker, Secretary
Booker T. Washington
Community Service Center

Mario Diaz
Wells Fargo, Vice-President

Daniel R. Kingsley, Treasurer
SKS Investments, Managing Partner

George Welch, Chair
Private Communications Consultant



trustees

staff

Providing job training and placement services to disadvantaged populations during a recession might seem like a 'real-life mission impossible.'

It was made reality though thanks to the tireless efforts of staff that never accepted failure as an option.

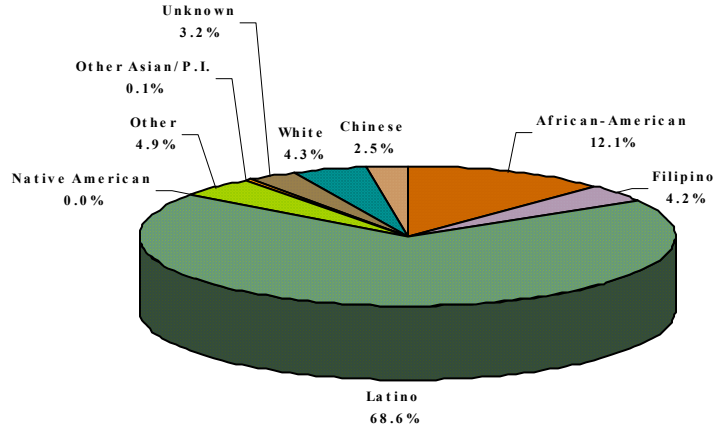


MEET SOME OF THE FOLKS THAT WORKED HARD TO MAKE AJ SUCCEED THIS YEAR

THE DEMOGRAPHICS

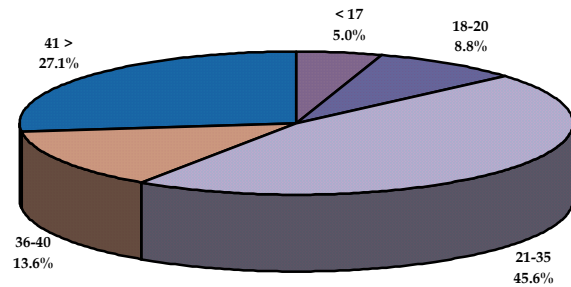
Ethnicity

ETHNICITY	No.	%
African-American	269	12.1%
Chinese	55	2.5%
Filipino	94	4.2%
Latino	1520	68.6%
Native American	1	0.0%
Other	108	4.9%
Other Asian/P.I.	3	0.1%
Unknown	71	3.2%
White	96	4.3%
TOTAL	2217	



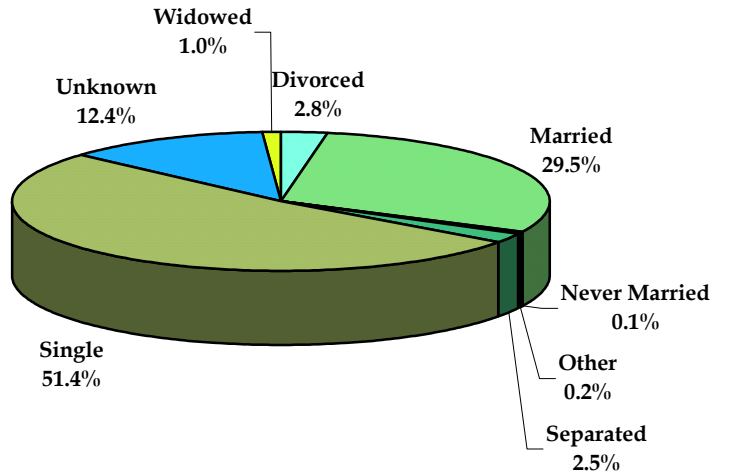
Age

AGE	No.	%
<17	110	5.0%
18-20	194	8.8%
21-35	1012	45.6%
36-40	301	13.6%
41>	600	27.1%
TOTAL	2217	



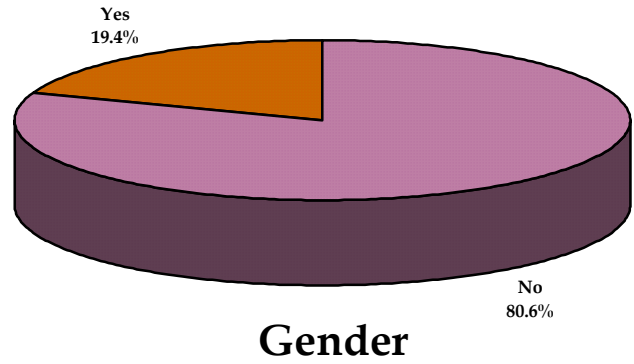
Marital Status

MARITAL STATUS	No.	%
Divorced	63	2.8%
Married	654	29.5%
Never Married	2	0.1%
Other	5	0.2%
Separated	55	2.5%
Single	1140	51.4%
Unknown	276	12.4%
Widowed	22	1.0%
TOTAL	2217	

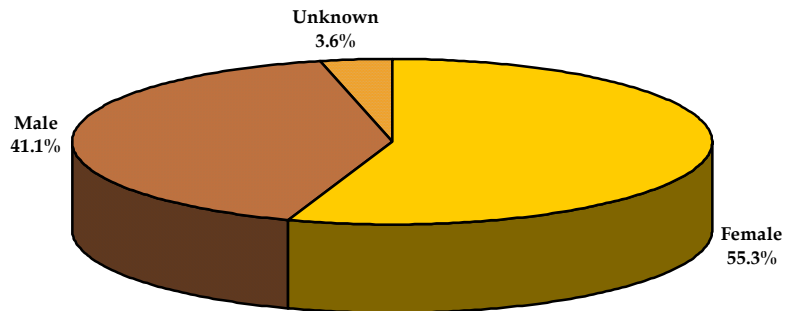


Receiving Public Assistance

PUBLIC ASSISTANCE	No.	%
YES	429	19.4%
NO	17889	80.6%
TOTAL	2217	



GENDER	No.	%
FEMALE	1226	55.3%
MALE	912	41.1%
UNKNOWN	79	3.6%
TOTAL	2217	



Appropriate Housing

APPROPRIATE HOUSING	No.	%
YES	633	71.4%
NO	1584	28.6%
TOTAL	2217	

