

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends and Family,

This year has been an especially meaningful one for me as I stepped into the role of Executive Director. I am honored to have the opportunity to lead an organization with such a strong history of serving our community and, most importantly, being there for people when they need support the most.

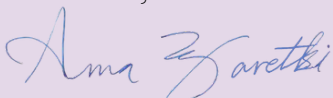
Whether it is a woman beginning her journey toward recovery at Hope House, an individual in custody finding hope and connection through one of our programs, or someone leaving custody with clothing, resources, and support to help them take that next step, we are there to remind people that they are not alone and that a new beginning is possible. Every success, no matter how big or small, is a reminder of why we do this work.

I am incredibly grateful for our dedicated staff and volunteers who show up every day with compassion and commitment, as well as our community partners, donors, and supporters who believe in the work we do. We truly could not do it without you.

As we look toward the future, I am excited about the opportunities ahead and committed to continuing to strengthen and grow the Service League.

Thank you for believing in our mission, supporting the people we serve, and being part of the Service League family.

With heartfelt gratitude,



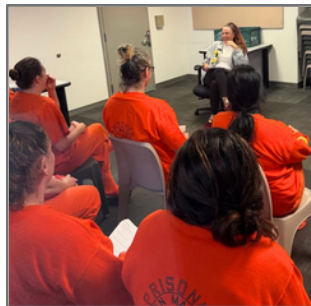
Anna Zaretski, MPA
Executive Director

AGENCY HIGHLIGHTS

Served as a lifeline to individuals in custody at the San Mateo County jails and their families by developing, coordinating and delivering **125,145 in-custody and post-release services**.



Service League desk at the Maguire lobby.



Hope Inside women's group.

- **In-Custody Services:** 1,672 Law Library Services, 3,881 Recreational Library Services, 7,083 Religious Services (individual counseling, religious printed materials & diets, marriages), 72,100 messaging services (digital & paper messages*), assistance with online visits for families, notary services, Prison Rape Elimination Act reporting, jury trial clothing, facilitated ballot distribution & voting, provided writing materials, and distributed 3,000 stamped holiday cards. *Hand-written paper message service is available at the Service League office and Maguire lobby. Messages are monitored and delivered by the Service League.
- **In-Custody Groups:** 1,602 individuals attended Hope Inside & Domestic Violence Prevention groups, 12,300 individuals attended Spirituality & Religious Groups.
- **Emergency Release Services:** 2,811 release services including bus tokens, Clipper cards, food, clothing, hygiene kits, specialized backpacks, community information, and referrals.
- In partnership with Prison Fellowship and San Mateo County, provided **150 holiday gifts** for children of individuals in custody.

The Hope House program provided intensive 24/7 residential Substance Use Disorder (SUD) and co-occurring mental health treatment to **52 residential clients**, including **3 who were pregnant** and **2 with an infant**, and **44 transitional residents** with supportive, affordable housing.

- **Residential SUD Treatment with 3 Levels of Care:** Basic living needs, evidence-based groups, counseling, case management, linkages to narcotic replacement therapies and health services, daily exercise & fitness classes, Beyond BARS trauma-informed yoga & empowerment coaching, women's health & nutrition classes, computer skills, Project READ classes (literacy, parenting skills, poetry, community building), Stanford University classes, 12-step coursework, court coordination, reunification with children and family, attendance at community and recovery events, and weekly alumni groups. Clients are enrolled for an average of 3 months.
- **Transitional Housing:** Increased success rates and prevented homelessness by providing low-cost housing at 5 homes (30 beds), employment preparation, and over 3,500 hours of case management services. Residents are supported while re-entering the community from SUD treatment or Intensive Outpatient programs and often have a history of incarceration and/or homelessness. Typical enrollment is 3 to 36 months.



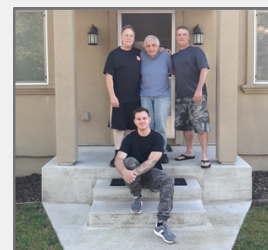
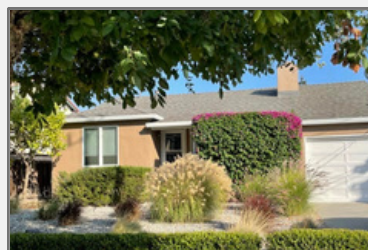
Philomena Walk of Hope.



Christmas at Hope House.



Hope House Transitional houses & residents.



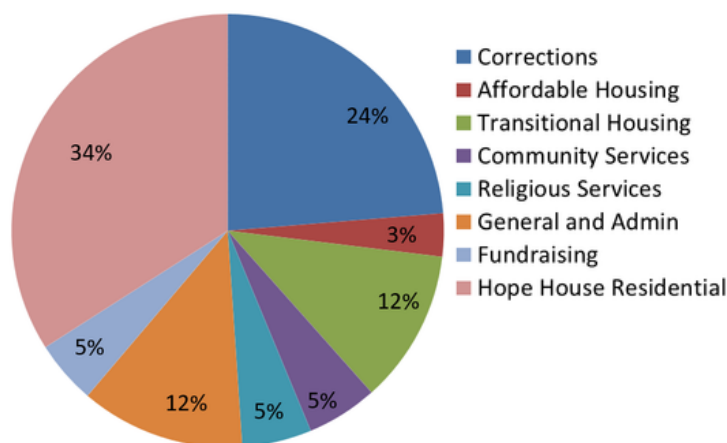
CLIENT SUCCESS STORIES

"When I was released from jail, I didn't have a clear plan or a stable place to go. **Service League gave me that critical foundation by welcoming me into one of their sober living homes.** Having a safe and supportive environment made all the difference—it allowed me to focus on my recovery, rebuild structure in my life, and connect with others who were also committed to making positive changes. **Living in a sober environment helped me develop accountability, establish healthy routines, and begin to believe in myself again.** I also benefited greatly from the one-on-one bimonthly check-ins with my Service League case manager. Those meetings provided guidance, encouragement, and accountability when I needed it most. My case manager helped me set achievable goals, navigate community resources, and stay on track with my recovery and reentry plan. That consistent support gave me the confidence to keep moving forward, even when challenges came up. **The stability and guidance that the Service League provided gave me the foundation to rebuild my life** and inspired me to dedicate my career to helping others who are walking the same path I once did. I am really proud of how far I have come." - *Jared, Men's Transitional Resident*

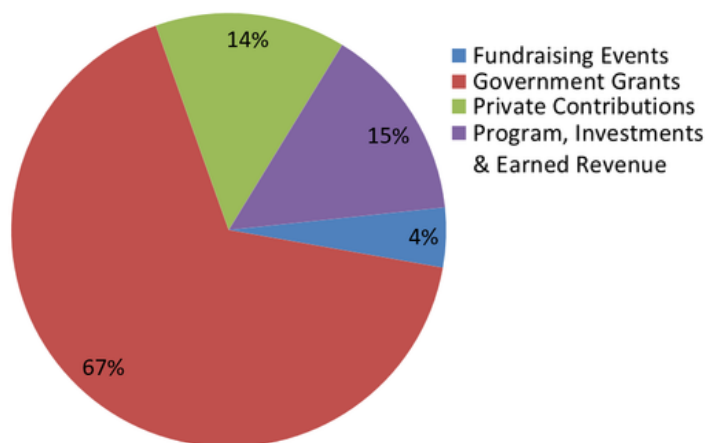
"I was interviewed in the jail and offered a spot at Hope House. Even though I had to go to Santa Clara County first, they kept in touch and when I got out, there was a bed waiting for me. **Having discipline and structure in my life really helped me,** and knowing that there are services after to continue the support like transitional housing. The Stanford courses were really helpful. I liked that there were no right or wrong answers, it was just a place to speak your mind and have an opinion. **Being part of the Hope House community has opened a lot of doors for me** and working for Hope House gave me a sense of gratitude. It's a privilege to give back. I can show clients that if I can do it, they can too." - *Alma, Hope House Residential Graduate & Transitional Resident*

"Service League is the most helpful service I've ever had. They helped me get to my court dates and when I had no money, they helped me get back to Los Angeles. This place is truly a blessing." - *Released Individual from SMC Jail*

FUNCTIONAL EXPENSES



INCOME SOURCES



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