

“Out of  
this world  
professional  
services.  
Thank you  
for being  
there.”

- PRC CLIENT

# Our Mission

at Positive Resource Center is to assist people affected by or at risk for HIV/AIDS through culturally appropriate counseling, education, training, and advocacy. As a result, our clients can make more informed choices that maximize available benefits and employment opportunities.

# Dear Friends:

WE ARE PLEASED TO SHARE  
OUR 2014 ANNUAL REPORT WITH YOU.

Last year, over 1,700 clients came to Positive Resource Center (PRC) seeking assistance with disability benefits counseling or employment services. In this boom time in San Francisco we are proud to have leveraged new resources that came from a thriving local economy. Remaining focused on our mission, we have increased our level of services to those for whom the economy has not been a pathway out of poverty. Our clients are still in need of services that help them meet the basic requirements of living – food, shelter and healthcare.

Last year, PRC saw a continued strengthening of its finances, a trend which has continued with annual operating surpluses over the last four years, strongly preparing us for both potential future opportunities or challenges. A downside of the booming economy is the pressures that the real estate market has placed on nonprofits such as PRC. We are exploring all of our options regarding occupancy and expect to develop a plan over the coming year – a plan which may hold in store a new home for PRC.

Both of our core programs launched exciting new initiatives last year. The Benefits Counseling Program introduced the Equal Access to Healthcare Program, which aims to identify and overcome barriers to healthcare access for San Francisco's HIV-positive community. Our response to the community's needs around the Affordable Care Act, this program includes computer lab access during open enrollment, brief consultations for HIV-positive San Francisco residents and intake services for clients with more complex healthcare coverage issues. Our Employment Services Program now offers Adult Basic Education classes including enhanced lesson plans in reading, writing and basic math skills.

We know you care deeply about PRC's work serving those who are disabled by HIV or mental illness; your caring enables us to do what we do every day to ensure our clients have access to regular income, housing, adequate nutrition, and healthcare coverage—the essentials of a healthy, happy life.

Thank you for making a meaningful difference in our clients' lives.

Warmly,



Brett Andrews  
Executive Director



Kent Roger  
Board President

A handwritten signature in black ink, appearing to read "Brett Andrews".

A handwritten signature in black ink, appearing to read "Kent Roger".

# Financial Position Year End 2014

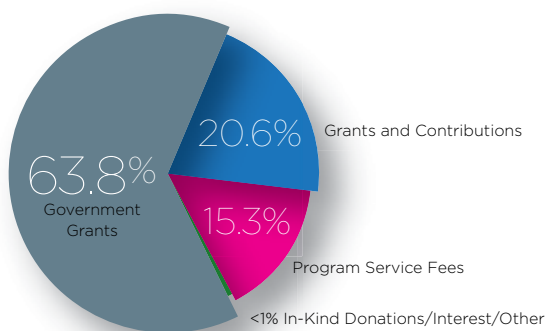
## STATEMENT OF FINANCIAL POSITION

ASSETS	2013	2014
<b>CURRENT ASSETS</b>		
Cash and Equivalents	648,567	1,485,969
Cash held by others	46,273	44,624
Accounts Receivable	122,280	80,850
Government Grants Receivable	465,263	206,178
Pledges and Grants Receivable	177,225	21,465
Prepaid Expenses	13,055	14,463
<b>Total Current Assets</b>	<b>\$1,472,633</b>	<b>\$1,853,549</b>
Property and Equipment - Net	987	2,855
<b>OTHER ASSETS</b>		
Deposits	24,642	25,286
<b>Total Assets</b>	<b>\$1,498,292</b>	<b>\$1,881,690</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts Payable	23,919	40,314
Accrued Expenses	59,213	45,726
Unemployment Trust Account	46,273	44,624
<b>Total Liabilities</b>	<b>\$129,405</b>	<b>\$130,664</b>
<b>NET ASSETS</b>		
Unrestricted	1,346,821	1,709,921
Temporarily Restricted	22,066	41,105
<b>Total Net Assets</b>	<b>\$1,368,887</b>	<b>\$1,751,026</b>
<b>Total Liabilities and Net Assets</b>	<b>1,498,292</b>	<b>1,881,690</b>

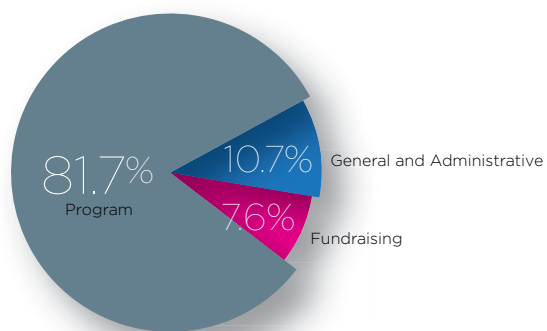
## STATEMENT OF ACTIVITIES

REVENUE, GAINS, AND OTHER SUPPORT	2013	2014
Grants and Contributions	996,946	694,016
Government Grants	1,880,170	2,139,800
Program Service Fees	484,051	514,810
In-Kind Donations	1,640	2,228
Interest Income	1,197	2,580
Other Income	-	53
<b>Total Revenue</b>	<b>\$3,364,004</b>	<b>\$3,353,487</b>
<b>EXPENSES</b>		
Program	2,211,210	2,428,107
General and Administrative	292,655	317,946
Fundraising	224,768	225,295
<b>Total Expenses</b>	<b>\$2,728,633</b>	<b>\$2,971,348</b>
<b>Change in Net Assets</b>	<b>\$635,371</b>	<b>\$382,139</b>
<b>NET ASSETS</b>		
<b>Beginning of Year</b>	<b>\$733,516</b>	<b>\$1,368,887</b>
<b>End of Year</b>	<b>\$1,368,887</b>	<b>\$1,751,026</b>

## 2014 REVENUES



## 2014 EXPENSES

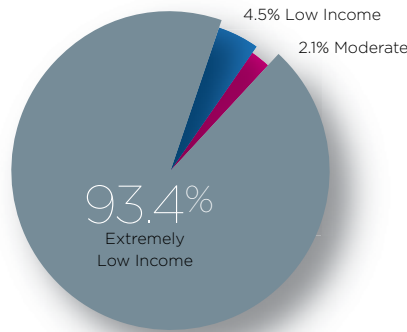


# About Our Work

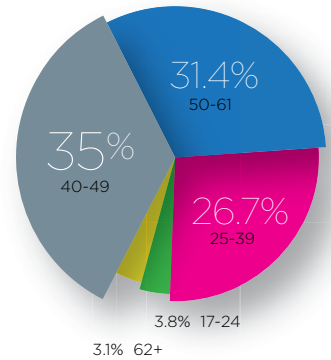
Positive Resource Center has served the San Francisco community since 1987. We remain an anchor organization for people with HIV/AIDS or mental health disabilities, providing legal and employment services to over 1,700 unduplicated clients each year. Even with significant advances in HIV/AIDS and mental health care, there are still many who lack the resources to provide for their basic needs. When individuals are unable to work due to their HIV or mental health conditions, we offer free legal representation through our Benefits Counseling Program to ensure they have adequate financial and healthcare resources to maintain their health and quality of life. When clients are well enough to explore employment options, our Employment Services Program provides vocational rehabilitation, clerical and computer skills training, job search training and placement and retention support. Over our 28 years of service to the community, PRC has remained flexible, changing and growing in tandem with the shifts in the AIDS epidemic and breakthroughs in psychiatric treatments, and we continue to provide the impactful tools and resources our clients require to achieve optimal health.

# Client Demographics

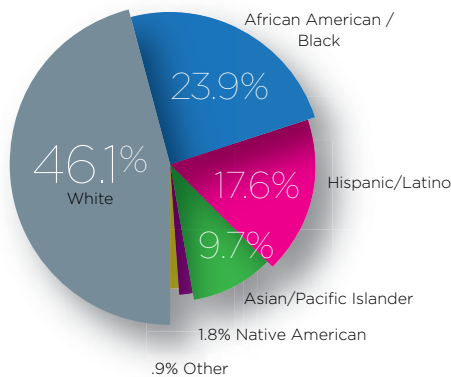
INCOME (HUD Guidelines)



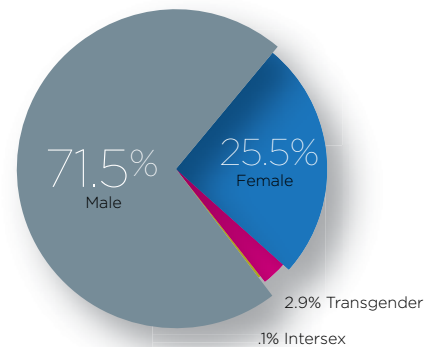
AGE



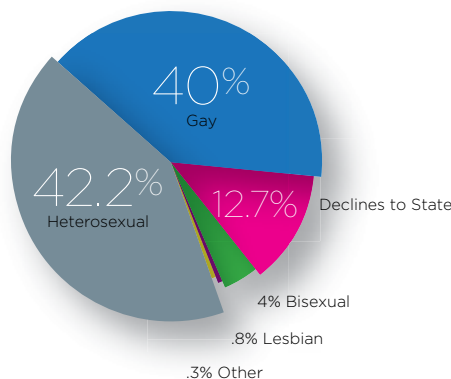
RACE/ETHNICITY



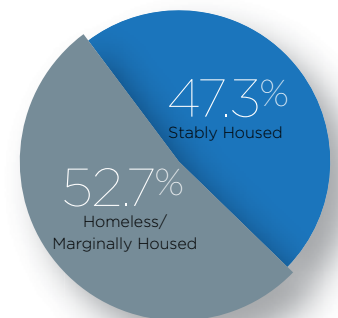
GENDER



SEXUAL ORIENTATION



HOUSING



# Benefits Counseling Program

Positive Resource Center provides free, in-house legal aid for individuals who need access to public disability benefits. We represent clients throughout the entire Social Security administrative process, including initial Social Security disability claims, reconsideration of initial denials, hearings before federal Administrative Law Judges, and requests for reviews of unfavorable hearing decisions by the Appeals Council. We also represent immigrants with California Cash Assistance Program for Immigrants (CAPI) claims. PRC has a 97% success rate in winning disability claims on behalf of our clients, providing them with critical access to the most basic needs - stable housing, routine medical care, and food - the absolute essentials of health and wellbeing.

In response to the implementation of the Affordable Care Act, in 2014 PRC expanded its Benefits Counseling Program through the Equal Access to Healthcare Program. This new service provides counseling and advocacy for people living with HIV/AIDS who are newly qualified for health insurance under the Affordable Care Act. The Affordable Care Act is complicated and can be confusing for consumers. People with HIV/AIDS who are transitioning off safety net programs and onto private insurance are particularly affected. These individuals face a myriad of complex choices including multiple private insurance plans through Covered California, variable out-of-pocket expenses, drug formularies, and reimbursement programs. They require a substantial amount of non-disability based benefits counseling to ensure they are retained in care and treatment.

Our Benefits Counseling Program has consistently shown excellent outcomes that have had measurable impacts on our clients' lives, helping many of them transition from homelessness to stable housing and from being without regular medical care to receiving routine healthcare and appropriate medications. Our Benefits Counseling team provides services in English, Spanish, Tagalog, Cantonese, Mandarin and Vietnamese.

# Employment Services

Positive Resource Center's Employment Services Program offers a full spectrum of vocational rehabilitation and employment placement services including computer training, career counseling, and job search assistance to support our disabled clients in entering or re-entering the workforce. These programs help clients increase their earning capacity and place jobseekers in high demand, skilled positions in the biotech, healthcare, finance, IT, transportation, social services, hospitality, and retail sectors.

For people living with HIV/AIDS or mental health conditions, employment has been reported as one of the most significant factors in successfully living with their illness and vital to their emotional well-being. Employment not only provides people with a means of earning, but it gives people with chronic illnesses a structure and purpose, providing a source of self-esteem, social interaction, interest, and satisfaction. With improved socioeconomic status PRC's clients will increase their income by an average of 200%, increasing their access to stable housing, routine medical care and nutritious food.

Our Employment Services Program is known as a leader in the workforce development community. In 2014, clients placed in long-term employment earned an average of \$19.50 per hour, almost 82% higher than the San Francisco minimum wage.

It is a fact that the Employment Specialists I have worked with know how to listen as well as teach. They care about the success of their clients, and enjoy their jobs. I have enjoyed learning what I need to know to get back into the workforce. SF is very fortunate to have an organization like PRC. I would recommend Positive Resource Center to anyone that would qualify to receive their services.

- EMPLOYMENT SERVICES PROGRAM CLIENT

1,306  
clients served

BY THE  
NUMBERS

260  
notices of award

\$252,073  
ongoing monthly benefits

\$3,889,898  
in retroactive payments

386  
health workers and consumers attended  
Medical Benefits Counseling workshops  
in English, and Cantonese

I really feel well supported by PRC. I am currently pursuing a disability claim which may never be approved, but I feel that I am getting the best possible support and representation from PRC. Please keep up the good work that you do and do your best to maintain your commitment to quality and expertise.

- BENEFITS COUNSELING PROGRAM CLIENT

417  
clients served

BY THE  
NUMBERS

108  
attendees in PRC's computer skills  
training courses

51%  
of clients attended job search  
training workshops

\$19.50  
average wage of clients placed in employment  
(almost 82% higher than the 2014 San Francisco  
minimum wage of \$10.74 per hour)

48%  
of jobseekers placed in employment

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# Thank You

to our generous donors for their support of our work on behalf of people living with

HIV/AIDS or mental health conditions. Our sincere apologies for any omissions or misspellings.

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United Way California Capital Region  
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Wells Fargo Community  
Support Campaign



# Our Values

## WE ASPIRE TO PROVIDE SERVICE THAT:

- gives clients the knowledge needed to make their own choices.
- serves all clients in a culturally appropriate way.
- utilizes a harm reduction and client-centered model, emphasizing one-on-one relationships.
- is easy to access.

## WE ASPIRE TO BE AN ORGANIZATION THAT:

- is culturally competent and diverse at the volunteer, staff and Board levels.
- respects and seeks participation from all agency stakeholders, including people living with HIV, in all areas of the organization.
- operates at all levels with accountability, honesty and integrity.

## WE ASPIRE TO MEET THE NEEDS OF ALL PERSONS AFFECTED BY OR AT RISK FOR HIV INCLUDING:

- people of any gender identity or sexual orientation.
- immigrants, regardless of immigration status, and people with limited English proficiency.
- people who are incarcerated, ex-offenders, people with dependents, people of color, people with mental or physical disabilities including the deaf and hard of hearing, women, youth, seniors, sex workers, active drug users, and people in recovery.

“The services provided by my pro-bono attorney at Positive Resource Center have been nothing short of a life-line and a life-saver. It would have been utterly impossible for me to have handled the SSDI/SSI application, review, examination and hearing process without her advocacy and support. I would have continued to suffer in the absence of the benefits rightfully due to me. This organization has secured my life position and family's well-being.”

- BENEFITS COUNSELING PROGRAM CLIENT

**POSITIVE**  
**RESOURCE**  
CENTER

785 Market Street, 10th Floor  
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www.positiveresource.org

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