2019  ANNUAL REPORT

EVOLVING TO MEET CHANGING SOCIAL NEEDS FOR 116 YEARS
OUR 2020 VISION

Although this Annual Report covers the year 2019, it was compiled as the effects of the COVID-19 virus were continuing to grow. COVID-19 affected everyone, but it has disproportionately affected the populations we serve, and it has shone a light on how fragile the line between self-sustainability and the need to receive support really is. We hope that this light continues to shine on individual and community needs and on organizations like Family Service working to address the long-term effects those needs have on our overall community.

Since 1903, Family Service has organically evolved to address the social determinants of health: those conditions in which people are born, raised, live, work, play, and age that affect health, quality of life, and life potential. In 2019, we cemented our internal and external restructuring of our programs under a social determinants of health framework: economic stability, education, health & healthcare, neighborhood supports, and social & community engagement. We serve babies to older adults, but the earlier we can work with individuals and families to address the barriers in their lives caused by their social determinants, the more we can do to change the trajectory of their lives. Our programs help improve our clients’ upstream health, rather than waiting until their health and quality of life are reduced and require more resources later in life in what is called downstream health.

With our new Social Determinants of Health Framework, Family Service has continued to be a trauma-informed organization. We understand the impact Adverse Childhood Experiences (ACEs) can have on peoples’ lives. We treat our clients and our team members through a trauma-informed care lens, and we work to address both social determinants of health and ACEs that have negative effects on individuals, families, and communities.

Family Service programs address immediate needs but also look toward the long-term health and well-being of our communities and our clients. Change does not happen overnight. Family Service aims to break intergenerational cycles caused by the social determinants of health. Improving lives; increasing access to high-quality education and workforce development to strengthen economic stability; and breaking cycles of intergenerational poverty, domestic violence, and trauma require comprehensive supports and a sustained effort over time, across multiple generations of family members.

Our numbers continue to be high, but the faces and names behind the numbers change. As we help to transform the lives of one family, there are more waiting to be served. Our real impact is in the testimonials of our clients who tell us how their lives have changed for the better because of Family Service. We shifted our reporting in 2019 to showcase the numbers of individuals we touched and the numbers of individuals we impacted through our programs.

Our work does change lives. Our work lifts individuals out of poverty, strengthens family bonds, teaches parents how to be better parents, helps to develop coping skills and deal with the effects of trauma and other adversity, provides workforce development opportunities, increases community engagement, and the list goes on. We work with individuals and families in creating a life path to lead happy, healthy, successful lives that will carry on to future generations.

With the support of our donors, our funders, our staff, our communities, and the commitment and willingness of our clients, Family Service walks this journey with our clients to improve their lives and ultimately, the health of their communities. By using the Social Determinants of Health Framework to assess and support, we build a solid foundation for our clients to move forward.

Thank you for being part of this journey with us.

Mary Garr
President and CEO
Family Service’s wraparound programs take a holistic approach by addressing the individual’s entire life and family structure, which creates long-term change.

The social determinants of health create both opportunities and barriers in our lives. Our health and well-being are built through the parks where our children play, our opportunities for higher education, the cleanliness of our job sites, our access to affordable housing, our level of education, and more.

A happy, healthy, and stable life for long-term success is built through the core foundations of the social determinants of health; if one piece is missing, it can destabilize the entire structure.

Family Service provides individualized, trauma-informed care based on clients’ social determinants of health to address their specific challenges.
A TAPESTRY OF SUPPORT

Each pillar of the social determinants of health are threads woven together to form the fabric of life. By strengthening and focusing on one area, you also strengthen another.

Though each of our programs is listed under one social determinant of health, they span across many. For instance, Financial Empowerment is listed under economic stability but it also fosters education in our clients. In-home parenting classes hold an educational component and economic stability as well as neighborhood support.

**Economic Stability**
- Financial Empowerment
- Workforce Development
- VITA: Free Tax Preparation

**Education**
- Best Buy Teen Tech Center
- Early Head Start-Child Care Partnerships and Head Start
- Youth Education and Career Services

**Health and Healthcare**
- Behavioral Health Counseling
- Early Childhood Well-Being
- KidShare (Supervised Visitations and Safe Exchanges)

**Neighborhood Support**
- Margaret’s Place (Emergency Pantry)
- Neighborhood Place
- Rural Area Services

**Social and Community Engagement**
- Helping Children Cope with Divorce
- Family Strengthening
- In-Home Care for Older Adults
- Parent Education and Parent Engagement
- Promotoras
- Volunteers
OUR COMMUNITY IMPACT

Family Service’s programs prepare children to be school ready; encourage youth to stay in school; support home-bound older adults in maintaining their independence; empower people to reduce their debt; and transform individuals and families to strengthen our communities.

A snippet of our programs’ impact in 2019:

- **4,000 HOURS** experimenting with new technology at the Best Buy Teen Tech Center
- **Families reduced debt by **$2.3 MILLION** with the help of the Financial Empowerment Center
- **5,396 students were school ready with Early Head Start-Child Care Partnerships and Head Start**
- **99%** of clients agreed their lives improved with in-home parent education courses
- **87%** of Head Start students on track for school benchmarks at the end of year
- **96%** of parents agreed Early Childhood Well-Being Clinicians helped improved their child’s behavior
- **Supervised visitations and safe exchanges helped 1,573 FAMILIES build strong connections**
- **80%** of our behavioral health counseling clients who have completed their counseling show improvement in the ability to function successfully in life
- **Families and Schools Together (FAST) and FASTWORKS families reported:**
  - **98%** better relationship as a result of the program counseling services provided additional support
Trauma-Informed Care

Trauma-informed care is a way of being and a way of treating everyone with the same sensitivities you would for someone who has experienced trauma.

Trauma comes in many different forms, including sexual abuse, child abuse, long-term illness, and PTSD. Trauma affects us all, regardless of our socio-economic background.

At Family Service, trauma-informed care means helping our families and providers improve their physical, mental, and emotional strength as well as helping survivors rebuild a sense of control and empowerment.

The six guiding principles of trauma-informed care are safety; trustworthiness and transparency; peer support; collaboration and mutuality; empowerment, voice and choice; cultural, historical, and gender issues.

Trauma-informed care influences all that we do at Family Service. The way we approach our families, shape our programs, train our staff, and treat each other is guided by the tenets of trauma-informed care.

The support system Family Service provides made the difference. If I didn’t know about these resources, I wouldn’t be here today ... I [now] have stability and security for my family.

- Lylene, Financial Empowerment Center Participant

Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences, also known as ACEs, are potentially traumatic events happening before the age of 18. They are broken into three main categories: abuse, neglect, and household dysfunction.

ACEs produce toxic stress and, like all experiences in early childhood, change how we react to future situations. There are links between children’s exposure to toxic stress and prison stays, teen pregnancy, unstable job histories, chronic health issues such as diabetes, heart disease, and obesity, and so much more.

Resiliency and strong support relationships help us navigate our ACEs. As a result, all of Family Service’s programs, whether they are youth focused or not, incorporate the Search Institutes Developmental Assets Framework® to help build and maintain strong relationships.
Collaborations to Build a Healthy Community

Grand Reopening of Family Service Neighborhood Place
After a multi-year effort, Family Service unveiled the renovated Neighborhood Place. The Neighborhood Place is a community center which brings services and resources together to empower families on the economically-challenged Westside of San Antonio. Many of Family Service’s own programs are housed here along with community partners.

Rural Building
Family Service was generously gifted a building in Zavala County. The 12,000 sq. ft. building allows us to offer more services on-location to create a community hub. The building will be renovated in the coming years to create community connections and will bring together community partners in an area of Texas historically lacking in available resources.

- South Texas Trauma-Informed Care Consortium (STTICC)
  Family Service became a charter member of STTICC and heads the Family Support Services work group. The mission of the consortium is to create a comprehensive trauma-informed community for children, families, and providers through education, outreach, and trainings.

- Care Zone: South San Mobile Mental Wellness Collaborative
  The Care Zone offers access to a range of mental health services including individual counseling, bereavement counseling, and family counseling. Family Service collaborated with five other local San Antonio nonprofits to provide needed mental health support in South San Independent School District.

- Early Childhood Wellbeing partnership with the Substance Abuse Mental Health Services Administration
  Through Family Service’s partnership with the Substance Abuse Mental Health Services Administration (SAMHSA), Family Service provides early childhood mental health services to children in Bexar County Children’s Court, childcare, and public school settings for children aged zero to eight, their teachers, and their parents.

- Community Impact Work with City of San Antonio and United Way of San Antonio and Bexar County
  Family Service is an active member in three of the United Way Impact Councils: Ready Children Impact Council, Successful Students Impact Council, and Strong Individuals and Families Impact Council. All three impact councils are exploring innovative collective impact strategies to improve community conditions in San Antonio and Bexar County.
Our team members forge a bond with our families which extends past the curriculum of their program. Our clients come from the communities in which our staff live. Our staff knows the neighborhoods and families and work to build trusting relationships to refer and encourage those in need to seek transformation in their lives.

**Jaylene’s Journey**

**Career and Personal Growth With Clubhouse to College/Career (C2C)**

The C2C program prepares students for their next steps in life, whether that is a career or college. The year-long mentoring program introduces students to academic and career opportunities. The twice-weekly sessions hone their decision-making, problem-solving, and life-strategy skills, culminating in a paid summer internship. Jaylene hopes to be a teacher one day. Her internship cemented her passion and offered her real-life insight into what that will be like.

“I have gained a lot of knowledge from the C2C Program this year, such as what to wear to work, how to be professional, how to make a resume, and many more work skills that I will need.

This has benefitted my family by allowing me to help them with the same needs. For example, I helped my brother make a resume. It has also benefited my family by giving [me] the opportunity to have a paid summer internship.”
Ilse’s Journey

A Career With Families and Schools Together (FAST)

Some of our team members started their journey with us as clients and have now joined the Family Service team. Ilse first got to know Family Service as a participant in our FAST program. She eventually joined the Family Service team in the Family Strengthening department. She now helps other families participate in FAST and coordinates their activities.

“I started with Family Service when my child was 3, and she’s now 10 years old. Since then, I have been part of Family Service through their FAST program; first as a parent coming in with my family, then as a parent partner, and now working for Family Service.”

Matthew’s Journey

A Family Reunited With Early Childhood Well-Being

Early Childhood Well-Being helps students with behavioral challenges, providing teachers and parents trainings on children’s development. Jennifer is a single mother of three lively boys aged 7, 5, and 2. Jennifer and her two year old, Matthew, meet with Marian, one of our trained Early Childhood Well-Being clinicians, weekly.

“[With Marian], I feel like I have a friend and someone there. I have no family, it’s just me and my kids, and she feels like family... The resources, the advice, the help. Whatever I need, she will help me, if she can’t help me, she helps me find someone who can. I didn’t know there was so much available. If I knew then what I know now, I probably wouldn’t have relapsed and gone through what I went through. I have hope. I have a future. To know I have someone there with me while I go through my journey and help me get back on my feet is priceless.”
## WHO WE SERVE

### 2019 DEMOGRAPHICS

#### AGE

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>55-59 years</td>
<td>4%</td>
</tr>
<tr>
<td>60+ years</td>
<td>1%</td>
</tr>
<tr>
<td>21-54 years</td>
<td>36%</td>
</tr>
<tr>
<td>18-20 years</td>
<td>2%</td>
</tr>
<tr>
<td>6-17 years</td>
<td>42%</td>
</tr>
<tr>
<td>Less than 6 years</td>
<td>15%</td>
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#### ANNUAL INCOME

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Less than $5,000</td>
<td>30%</td>
</tr>
<tr>
<td>$5,000-$9,999</td>
<td>18%</td>
</tr>
<tr>
<td>$10,000-$14,999</td>
<td>17%</td>
</tr>
<tr>
<td>$15,000-$24,999</td>
<td>16%</td>
</tr>
<tr>
<td>$25,000-$34,999</td>
<td>7%</td>
</tr>
<tr>
<td>More than $35,000</td>
<td>12%</td>
</tr>
</tbody>
</table>

Of the clients we serve:

- **30%** make less than $5,000
- **48%** make less than $10,000
- **81%** make less than $25,000

#### GENDER

- **40%** Male
- **60%** Female

#### RACE

- **Hispanic** 79%
- **Anglo** 11%
- **African American** 8%
- **Other** 2%

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**114,672** People Touched

**50,278** People Impacted By Outcome-Based Services

**28** Program Services

**5** Office Locations

**116** Years of Service
### Consolidated Statement of Activities
#### Year Ended December 31, 2019

The below financials reflect the consolidated operations of Family Service Association of San Antonio, Inc. and Neighborhood Place, Inc. 2019 financial activity.

<table>
<thead>
<tr>
<th></th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support and Revenues</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private, Corporate, and Foundation</td>
<td>$3,835,099</td>
<td>$(605,159)</td>
<td>$3,229,940</td>
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<tr>
<td>Total Contracts and Grants Funding</td>
<td>$12,959,384</td>
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<td>$12,959,384</td>
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<tr>
<td>Program Revenue and Interest</td>
<td>$2,814,348</td>
<td>$277,000</td>
<td>$3,091,348</td>
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<tr>
<td><strong>Total Support and Revenues</strong></td>
<td>$19,608,831</td>
<td>$(328,159)</td>
<td>$19,280,672</td>
</tr>
</tbody>
</table>

| **Expenses**                   |                            |                         |           |
| Direct Client Services         | $15,622,001                |                         | $15,622,001|
| Management and General         | $1,940,713                 |                         | $1,940,713|
| **Total Expenses**             | $17,562,714                |                         | $17,562,714|

| **Change in Net Assets**       | $2,046,117                 | $(328,159)              | $1,717,958|
| Net Assets at Beginning of Year| $10,410,489                | $2,855,159              | $13,265,648|
| Net Assets at End of Year      | $12,456,606                | $2,527,000              | $14,983,606|
THANK YOU to all our donors, community partners, and volunteers. Only through your support is Family Service able to have the impact we do. With you by our side, we are able to enact change in our community. Thank you for your belief in our mission.

Air Force Federal Credit Union
Alamo Colleges
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Jennifer Alcorta
Taelor Allen
Alliance for Strong Families and Communities
Alpha Media
Cassandra Ambach
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Plack Carr
Savannah Remi Carranza
Stephen Cavender

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City of San Antonio
City of San Antonio Department of Human Services
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TechWerks
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Univision Communications Inc.
USAA
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By strengthening all areas of our clients’ lives, we’re truly moving them forward, not just for today, but for the future.
Family Service Association of San Antonio, Inc.
702 San Pedro Ave.
San Antonio, Texas 78212

Come Journey With Us

www.family-service.org
(210) 299-2400

OUR MISSION

Empowering individuals and families to transform their lives and strengthen their community.

We work to address the social determinants of health through a trauma-informed care lens.

OUR VALUES

Accountability • Excellence • Integrity • Respect • Responsiveness