We strengthened and empowered 68,999 people this year...
Laying the groundwork for a healthier community.

Family Service
SUPPORT. STRENGTHEN. SERVE.

2018 ANNUAL REPORT

Evolving to meet changing social needs for 116 years
Dear Friends,

Family Service has been at the forefront of healing social change for 116 years. We are saving lives, one individual, one family, at a time, and the impact is rippling through multiple generations.

Our programs deal with poverty, abuse, violence, education deficiency, and a complexity of chronic and acute obstacles to mental, emotional and physical health. Addressing these challenges requires a targeted and intentional approach. Social determinants of health are a new way that we are framing the work we have always completed – our services aren’t changing, only how we talk about them. Guided by the social determinants of health framework, we assess each client through a trauma-informed care lens. It is a transformative, solution-oriented strategy, and a new method that strengthens our diverse menu of services.

We vigilantly monitor our communities’ growth and concomitant expansion of deep-rooted needs. To ensure that we remain effective and responsive, we continually engage in discussions with our stakeholders – community leaders, funders, donors, corporations, foundations, clients and staff. This is critical work and deep-rooted in our communities, and we need all of you to be partners with us.

Family Service has a history as a vibrant community innovator. Now, under new executive leadership, a refreshed brand, and our growing presence in 13 Texas counties, we are expanding our visibility and building a sustainable stream of income so that we can continue to stabilize and strengthen families. Although changes in funding reduced the total number we served in 2018, our programs remain vigorous and our future is bold and optimistic.

In our mission to help people be healthy and stay healthy, we are a foundational support element for our families, neighborhoods, schools, homes, and workplaces with our programs and services under the Family Service umbrella. We are grateful to each of you for your continued trust in us to be agents of change and in providing hope for our families in improving their lives and strengthening their communities.

Thank you,

Mary E. Garr
President / CEO
Guiding 68,999 people along a healthier path.

People who live, work, play and worship in communities with significant barriers to health, education, safety and opportunity are more likely to suffer from conditions that affect their overall quality of life. Many have also endured trauma, further impeding their path to wholeness. Family Service assesses the social determinants of health that affect each client we see, and we view those influences through a trauma-informed care lens.

Our professional staff evaluates the holistic portrait that emerges, and we connect clients to our broad menu of services to effectively address their individual issues. We engage, listen, educate, protect, inspire and create solutions to chronic and acute personal and social issues. That's how we successfully motivate, guide and transform families and our community.

Our efforts are building a healthier community, one family at a time.

Social Determinants of Health

The social determinants of health examine the environmental conditions that affect people's lives, happiness, success and productivity. When families are impacted by poverty, educational insufficiency, economic instability, family conflict, PTSD, substance abuse, behavioral/mental/physical health disorders, adverse childhood experiences, and loneliness or isolation, we strengthen and empower them to face these challenges, which strengthens our entire community.
Transformational Services Lay the Groundwork for a Healthy Community

Family Service played a key transformational role in community health in 2018, as illustrated by programs that respond to each of the social determinants of health.

Social Determinants & Family Service Programs

Neighborhood & Built Environment

- Access to Foods that Support Healthy Eating Patterns
- Quality of Housing
- Crime and Violence
- Environmental Conditions

**Family Service Program Response:** The Neighborhood Place, Margaret’s Place (Emergency Pantry for Family Service Clients), Promotoras (Community Healthcare Workers), Family Strengthening, Parent Engagement, Senior Services, Volunteer Programs.

Economic Stability

- Poverty
- Employment
- Food Insecurity
- Housing Instability

**Family Service Program Response:** Financial Empowerment Center, VITA Free Tax Preparation, Workforce Development (GED, Job Training, Early Childhood Certification/Training, Substitute and Child Development Associate, Internships for Youth).
Health & Healthcare

- Access to Healthcare
- Access to Primary Care
- Health Literacy

**Family Service Program Response:** Behavioral Health Counseling, Early Childhood Well-being, Respite Care, KidShare, Outpatient Treatment, Seniors In-Home Services, Child and Pregnant Women Case Management, Support Groups.

Education

- High School Graduation
- Enrollment in Higher Education
- Language and Literacy
- Early Childhood Education and Development

**Family Service Program Response:** Best Buy Teen Tech Center, Early Head Start and Head Start, Youth Against Gang Activities (YAGA), Youth Development/College Career Readiness, Texas School Ready, Parent Engagement, Family Strengthening, Read & Rise, Internships, Mentorships.

Social & Community Context

- Social Cohesion
- Civic Participation
- Discrimination
- Incarceration

**Family Service Program Response:** Adopt-A-Family, Internships, Margaret’s Place, Senior Services, Mentorships, Volunteers, YAGA.
Fostering Meaningful Change

Many Family Service clients access more than one program, resulting in duplicated numbers – which demonstrates how we address the social determinants through multiple services to strengthen, heal and empower clients.
In 2018, Family Service introduced a bold new logo in festive Fiesta colors that reflects our positive outlook for the 13 Texas counties we serve: Bexar, Comal, Dimmit, Frio, Guadalupe, Kendall, Kinney, Maverick, Medina, Wilson, Uvalde, ValVerde, and Zavala.

We served 68,999 people in 2018 in offices, schools, community settings and clients’ homes.

2018 Collaborations to Build a Healthy Community

• BestBuyTeenTechCenter – increased entrepreneurial exposure for high school students in STEAM (science, technology, engineering, arts, mathematics). Built a darkroom to enhance photography skills.

• Formed a partnership with the DaisyGirlScouts to help Head Start girls build courage, confidence, character and make the world a better place.

• Worked with area businesses and government agencies to create workplace internship opportunities for 300 middle and high school students.

• Partnered with seven local and national unique learning collaborations to facilitate Family Service’s adaptation to the rapid changes in the social service industry.

RACE/ETHNICITY

• Anglo
• Hispanic
• African American
• Other

GENDER

• Female
• Male

AGE

• Less than 6 years
• 6-17 years
• 18-20 years
• 21-54 years
• 55-59 years
• 60+ years
Family Service Association of San Antonio, Inc.
Consolidated Statement of Activities
Year Ended December 31, 2018

<table>
<thead>
<tr>
<th>2018 Without Donor Restrictions</th>
<th>2018 With Donor Restrictions</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support and Revenues</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Support:</strong></td>
<td></td>
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<tr>
<td>Donations</td>
<td>$1,268,893 $</td>
<td>1,268,893 $</td>
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<tr>
<td>In-Kind Contributions</td>
<td>3,573,905 $</td>
<td>3,573,905 $</td>
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<tr>
<td>Special Events, net of expenses of $20,121 and $31,894 in 2018 and 2017, respectively</td>
<td>142,388 $</td>
<td>142,388 $</td>
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<tr>
<td>Total Direct Funding</td>
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<td>4,985,186 $</td>
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<td>United Way Funding:</td>
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<td>Current Year Funding</td>
<td>1,253,680 $</td>
<td>1,253,680 $</td>
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<tr>
<td>Released from Restrictions</td>
<td>1,085,156 (1,085,156) $</td>
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<tr>
<td>Restricted to Future Periods</td>
<td>605,159 $</td>
<td>605,159 $</td>
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<tr>
<td>Total United Way Funding</td>
<td>2,338,836 (479,997) $</td>
<td>1,858,839 $</td>
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<tr>
<td>Contracts and Grants From:</td>
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<tr>
<td>Federal, State, and Local Funding Sources</td>
<td>17,263,541 $</td>
<td>17,263,541 $</td>
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<tr>
<td>Total Contracts and Grants Funding</td>
<td>17,263,541 $</td>
<td>17,263,541 $</td>
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<td><strong>Revenues:</strong></td>
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<tr>
<td>Program Revenues</td>
<td>3,141,734 $</td>
<td>3,141,734 $</td>
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<tr>
<td>Investment Returns, net</td>
<td>(51,319) $</td>
<td>(51,319) $</td>
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<tr>
<td>Other Income</td>
<td>101,303 $</td>
<td>101,303 $</td>
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<tr>
<td>Released from Restrictions</td>
<td>250,000 (250,000) $</td>
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<tr>
<td>Total Support and Revenues</td>
<td>28,029,281 (729,997) $</td>
<td>27,299,284 $</td>
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<tr>
<td><strong>Expenses:</strong></td>
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<tr>
<td><strong>Program Services:</strong></td>
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<tr>
<td>Individual &amp; Family Support</td>
<td>7,279,603 $</td>
<td>7,279,603 $</td>
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<td>Education Services</td>
<td>16,404,438 $</td>
<td>16,404,438 $</td>
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<td><strong>Support Services:</strong></td>
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<td>Management and General</td>
<td>1,278,481 $</td>
<td>1,278,481 $</td>
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<td>Fundraising and Development</td>
<td>254,051 $</td>
<td>254,051 $</td>
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<td>Lease Operations</td>
<td>222,643 $</td>
<td>222,643 $</td>
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<tr>
<td>Total Expenses</td>
<td>25,439,216 $</td>
<td>25,439,216 $</td>
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<td>Change in Net Assets</td>
<td>2,590,065 (729,997) $</td>
<td>1,860,068 $</td>
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<td>Net Assets at Beginning of Year, Restated</td>
<td>7,820,424 $</td>
<td>3,585,156 $</td>
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<tr>
<td>Prior Period Adjustment</td>
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<tr>
<td>Net Assets at End of Year</td>
<td>$10,410,489 $</td>
<td>$2,855,159 $</td>
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</tbody>
</table>
2018 DONORS / PARTNERS / INVESTORS

Mr. and Mrs. Charles & Carolyn Adams
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Alliance for Strong Families and Communities
American Assets - Alamo Quarry Market
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The Arch and Stella Rowan Foundation, Inc.
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Every dollar you give is invested in services that transform lives in measurable ways and improve our communities’ overall health. On these pages, we honor supporters whose gifts equal $500 or more, including those who designate United Way gifts to Family Service. All gifts are deeply appreciated. If you see an error or omission, we apologize and ask you to call it to our attention.

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### A BRIEF HISTORY OF FAMILY SERVICE

In the early 1900s, the City of San Antonio identified a population that needed services the City could not provide. They reached out to community leaders for help. In January 1903, the Charity Association of San Antonio and Bexar County opened its doors, providing financial aid to those in need. Over the decades, Family Service has evolved to meet the changing needs and shifting demographics. After World War II, Family Service began providing counseling services. In the 1970s, it introduced family and parenting programs. In the 1990s, the agency created Youth Against Gang Activities (YAGA) and senior services, and extended into rural areas, growing to 13 counties today. In 2009, Family Service expanded into early childhood education, specifically Head Start and Early Head Start. In 2016, with community support, Family Service purchased a former elementary school that is being renovated into a community center called The Neighborhood Place. Over the past 116 years, Family Service has continued to evolve to support clients, transform lives and improve the health of the communities it serves.
Our Mission
Empowering individuals and families to transform their lives and strengthen their community.

Our Core Values
Accountability, Excellence, Integrity, Respect, Responsiveness.

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