

2013-2014 ANNUAL REPORT



FAMILY SERVICE AGENCY
Since 1899

Providing **hope**, **strength** and **stability** to
Santa Barbara County children, families and seniors.



SANTA BARBARA

123 West Gutierrez Street
Santa Barbara, CA 93101
805.965.1001

SANTA MARIA

120 East Jones Street, Suite 130
Santa Maria, CA 93454
805.925.1100

LOMPOC

110 South C Street, Suite A
Lompoc, CA 93436
805.735.4376

DOROTHY JACKSON FAMILY RESOURCE CENTER

320 North J Street
Lompoc, CA 93436
805.742.2943

CARPINTERIA

5201 Eighth Street, Suite 202A
Carpinteria, CA 93013
805.566.1619

LOCATIONS

www.dorothyjacksonfamilyresourcecenter.org



**Established in 1899,
Family Service Agency has long
been regarded as one of Santa
Barbara County's most reliable and
effective nonprofit organizations.**

Our transformative programs **provide vulnerable individuals and families with solutions to immediate needs, along with essential tools for increased long-term self-sufficiency and empowerment.** We are committed to providing services where they are needed most: in the community. Eighty percent of our services are delivered on school campuses, at community centers and in clients' homes.

Our programs combine **clinical expertise, bilingual and bicultural staff, and close collaboration with other nonprofit, educational and government organizations.** Services are provided on a sliding-fee/donation scale with no one denied access because of an inability to pay. Through FSA programs, **families gain the help they need to become stronger, happier and healthier and to give their children hope for a brighter future.**



EXECUTIVE DIRECTOR & PRESIDENTS' MESSAGE

The past year has been an active one for Family Service Agency. The stories in this report are just a few among hundreds we have about helping low-income, at-risk people throughout Santa Barbara County. FSA programs ensure access for vulnerable individuals and families to food, shelter and other basic needs, as well as youth mentoring, case management, advocacy and a wide-array of mental health programs.

During the past year, we were pleased to begin Filial Therapy and Nurturing Parenting Education programs, both designed to create healthy family environments in which children thrive during critical stages of development. In

July 2014, we began child development home visits for at-risk families with newborns, as well as our Long Term Care Ombudsman program which ensures that residents of long-term care facilities receive appropriate care.

Family Service Agency continues to develop its programs strategically within the context of community need and strong funding anchors. Along with new sources of private funding, we are researching expanded opportunities through Medi-Cal, Medicare and the Affordable Care Act. During the coming year, continued implementation of our agency-wide database and enhanced technology will allow even greater effectiveness in service delivery.

We are deeply grateful for the community support that allows us to continue our vital work. Thank you for all you do to help provide hope, strength and stability to underserved individuals and families in our communities.

Three handwritten signatures in black ink. The first signature is 'Bob Manning', the second is 'Stephanie Wilson', and the third is 'Lisa Brabo'.

Bob Manning
Co-President

Stephanie Wilson
Co-President

Lisa Brabo, Ph.D.
Executive Director



FSA's mission is to strengthen and advocate for families and individuals of all ages and diversities, helping to create and preserve a healthy community.

In 2013/14 Family Service Agency served more than 16,000 children and individuals.

Age	0 to 96
Male	35%
Female	65%
71%	Hispanic/Latino
24%	Caucasian/White
3%	African American/Black
1%	Asian/Pacific Islander
1%	Other
\$14,700	median income
93	paid staff
268	volunteers
23,140	volunteer hours



Big Brothers Big Sisters

of Santa Barbara County

A PROGRAM OF FAMILY SERVICE AGENCY

The power of a positive role model

Every year, Big Brothers Big Sisters helps improve the lives of more than 200 youth in Santa Barbara County, many from single-parent, low-income homes. Big Brothers Big Sisters, the largest and most effective prevention-based youth mentoring program in the United States, carefully matches and serves at-risk children ages 6-18 with caring, adult volunteer mentors. Our "Big" and "Little" matches help children reach their full potential through close relationships that are built on trust, friendship, consistency, support and guidance.

FSA served 220 youth, 223 volunteer mentors, and managed 21,321 volunteer hours through this program.



Results:

90% of participating youth had a stronger sense of self confidence

86% improved academic performance

89% avoided delinquency

85% made better, safer decisions

88% improved relationships with family members

PAYING IT FORWARD →

Childhood was a nightmare for Tiffany Allen. Her parents were domestically violent and addicted to drugs. A majority of her childhood memories included taking care of her siblings, changing diapers, making bottles, homelessness, drug raids, and wondering where her next meal would come from. Thankfully, in fifth grade, Tiffany found a mentor who changed her life. As an adult, Tiffany decided to become a mentor too and contacted Big Brothers Big Sisters. She was matched with Tania, a very shy eight year old, who was failing and terrified of going to school because she was being brutally bullied.

Over the past three years, the pair built sandcastles, watched movies and ate ice cream. Spending time together created trust and friendship, which led to something incredible for Tania: increased confidence and better grades. Tania, now 12, recently started junior high and loves it, enthusiastically sharing about her good grades and new friends.

"This has been the best experience," said Tiffany. "I can't tell you how much it means to me to give back in a way that mirrors how I was helped. My life has been so enriched by Tania. I can see the positive changes in her and it makes my heart full."





FAMILY SUPPORT SERVICES

Helping parents build healthy families

Family Support Services helps families tackle complex and difficult issues including poverty, unemployment, mental illness and addictions. These unfortunate circumstances can have a huge impact on the stability of family life and on the health, well-being and development of children. FSA helps families overcome challenges and build healthy home environments through parenting classes, home visits and access to resources such as healthcare, food, shelter, child care and education.

FSA served 4,407 families through this program.

Within six months of service:

96% of children had health insurance

98% of parents had knowledge of community resources and the skills to access them

82% of parents had secure employment

93% of parents scored low to medium risk for behaviors related to child abuse and neglect



NO LONGER ALONE

Nine-year-old Robert was doing poorly in school. It's no wonder. Not only had Robert and his little brother Jason suffered abuse by their mother's boyfriend, but Robert had a severe hearing problem and needed hearing aids. Mayra, FSA's Family Advocate, was alerted to the family's challenges. During their first meeting, Mayra saw that Samuel, the boy's father, was stressed and overwhelmed. He reported having lost weight and didn't know what to do for his sons, who were now living with him.

Mayra worked closely with Samuel and developed a plan to help his family. Robert and Jason are now receiving

counseling services and a family law facilitator is helping Samuel obtain full custody of his sons. Mayra also helped Samuel activate Medi-Cal so Robert could get a hearing aid in Santa Barbara, rather than Los Angeles, which posed a daunting problem because Samuel didn't have a car.

Now, Robert is doing better in school and Samuel is stronger, rested, less stressed and happy to be with his boys. "The best part of my job?" asked Mayra. "Seeing parents who came in overwhelmed, leave with a smile because they know they aren't alone."

SENIOR SERVICES

Tools for healthy aging

Seniors face many challenges including limited mobility, chronic pain, mental or physical problems, and grief. These stressful conditions can result in isolation, loss of independence, loneliness and psychological distress. FSA gives seniors the tools they need to cope and live safe, independent and healthy lives.

FSA's Senior Mental Health program provides individual, group and family-focused counseling with an emphasis on direct, solution-oriented treatment strategies and well-defined therapeutic goals. Through Case Management services, we connect seniors to resources such as nutrition, transportation, Social Security benefits, Medicare insurance and housing.

For those who care for a senior or family member with special needs, our Caregiver Mental Health program provides group and individual counseling, needs assessments, goal setting, information and referrals. New this year, our Long Term Care

Ombudsman program recruits and trains volunteers who advocate for people living in long-term care residential facilities.

FSA served 133 seniors through this program.



Results:

85% of seniors achieved two or more treatment goals*

95% of case management clients achieved two or more treatment goals*

*Treatment goals can include increased self-appreciation; identify personal strengths, talents and interests; identify and replace negative self-talk; increased socialization; etc.

FINDING HER VOICE

Lynda suffered from severe pain, depression, and social isolation for years. After countless inaccurate diagnoses and ineffective treatments, she was very resistant to seeing yet another “specialist.” She had given up hope.

Nevertheless, when Lynda was referred to FSA by her doctor (who suggested her physical symptoms were “all in her head”), she agreed to counseling. Meeting weekly with an FSA clinician, Lynda, 61, was able to work through the devastating traumas and abuse in her past, which had manifested in depression and chronic pain.



Through caring support and counseling, Lynda learned to advocate for herself and began to heal. Her depression began to subside and she found the right doctors who provided tools for effective pain management. Now, Lynda has a voice. She is more aware of herself and what she needs and is open to connecting with others.

“I never imagined my life could be like this,” said Lynda. “I no longer suffer from pain and depression. I have a new found passion advocating for effective healthcare and a strong social network of like-minded friends. Thanks to FSA, my life is full!”

YOUTH & FAMILY SERVICES

Accessible, affordable and effective mental health services

FSA provides a wide array of mental health counseling services for children, youth, adults and families. These services result in positive, long-term improvements for overall quality of life, decreasing the likelihood of high-risk behaviors, and for students, improving academic success. Many of our counseling professionals specialize in early childhood issues including anxiety, depression, and other behavior problems. In 2014, we launched our Filial Therapy program, an innovative research-based play therapy for children ages 3-11 and their families.

For families facing difficult issues like substance abuse or neglect, our Intensive In-Home Therapy team is specially trained in non-traditional counseling practices. Our goal is to prevent out of home placement such as juvenile hall and foster care. Redirecting young people away from the juvenile justice system is the focus of our Youth Probation Counseling program, which provides a combination of tools, guidance and support to youth on probation.

FSA served 486 clients through this program.



Results:

97% of individuals in Intensive In-Home Therapy remained emotionally stable

95% of youth in Probation Counseling stayed out of juvenile hall



ON TRACK FOR SUCCESS

Most of Astrid's teen years were spent in juvenile hall and "on the run"...living with different people, avoiding her parents and the police. Low self-esteem and loneliness led to bad choices that put her health and safety in jeopardy. Just 18 years old, Astrid abused methamphetamines, marijuana and alcohol and suffered from depression and anxiety. It was a lifestyle she wanted to change, but didn't know how.

Amazingly, Astrid sought out therapy on her own and was relieved to find FSA. During the first few sessions with an FSA therapist, she was angry and despondent, but also kind and

intelligent. Over time, Astrid got sober and started going to therapy sessions with an open mind and eager attitude. Most of all, she wanted to feel better about herself and her past.

While more work still needs to be done, Astrid has improved remarkably. She is at the top of her class, has a job, remains sober, and is very close to completing the terms of her probation.

"I'm happier now than I've ever been," said Astrid. "Thanks to my counselor, I feel much more self-confident, and I'm really excited about my future!"

YOUTH & FAMILY SERVICES

School Counseling Services

FSA's School-Based Counseling program delivers therapy, case management, and critical incident response services. Available at K-12 school campuses in Carpinteria, Santa Barbara and Lompoc, our program provides a convenient, familiar and safe environment for children, adolescents and their families. The Intensive In-School Counseling program assists students with severe mental health needs. Licensed Marriage and Family Therapists work collaboratively with school staff to provide parent education and individual, family and group counseling.

Through our School Social Work program, FSA conducts home visits to explain our services and address students' emotional or behavioral challenges. Social workers assess what families need and help link them to resources, as well as work collaboratively with the school-based support team which includes principals, psychologists, teachers, counselors and family advocates.

260 families and 566 youth were served through this program.



Results:

86% of children reached their set goals

97% of parents were very satisfied with the services their children received

97% of children in Intensive In-School Counseling stayed in a regular education setting (rather than being institutionalized)



TOUCHING HEARTS

At just seven years old, Emma has already experienced far more trauma than most of us do in a lifetime. Over the course of a year, her brother was murdered, her parents separated, her beloved pet died and her father became severely ill.

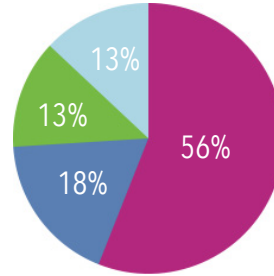
It is little surprise that Emma began crying hysterically every morning, clung to her parents and refused to go to school. When she did go to class, she was unable to focus and rarely completed her school work.

Feeling frustrated and hopeless, Emma's parents were referred to Family Service Agency. Thankfully, with the support of our Intensive In-Home Therapy and School-

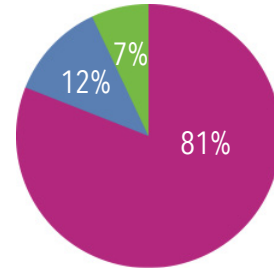
Based Counseling programs, Emma and her parents are now receiving the help they need. Emma has learned coping skills to self-soothe, process her grief, and solve problems.

"When I feel nervous, I think of a happy place and breathe like my counselor taught me," Emma says. "It really helps." When asked how she is coping with her father's illness, she says "I know he's fine, because he's going to the doctor and getting medicine. If I ever feel worried, I connect with my daddy by touching my heart and thinking about him."

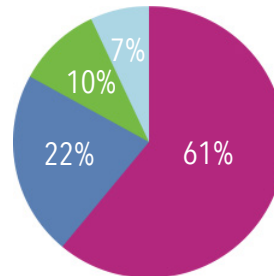
FINANCIAL OVERVIEW



Total Revenue:	\$4,247,927
Public Funding	56%
Foundations	18%
Individual & Business Contributions	13%
Other	13%



Total Expenses:	\$3,757,224
Program Services	81%
Administrative	12%
Fundraising	7%



Program Expenditures*	
Youth & Family Services	61%
Family Support Services	22%
Big Brothers Big Sisters	10%
Senior Services	7%
*pending final audit	

Carpinteria Unified School District

HOW YOU CAN HELP



Cash Contributions are critical to meeting our annual budget needs.

Monthly Giving is convenient for the donor, helps keep our costs down, and provides the stable, continuous support so important to our programs. A monthly donation can be deducted from a checking account or charged to a credit card.

Gifts of Stock as an outright gift could mean significant tax savings for donors of appreciated stock. For information on donating stock, please contact our Development Office at 805.965.1001, ext. 267.

Memorial and Honorary Gifts are a special way to pay tribute to a friend or family member, or to commemorate a birthday, anniversary or other significant life event.

Matching Gifts are available at many companies. Check with your employer to see if a Matching Gift Program exists at your company.

Planned Giving Opportunities enable giving that does not deplete lifetime assets, and in some cases, furnishes additional income and significant tax deductions. These can include bequests, gifts through trusts, a gift of life insurance, a gift of/from retirement funds, pooled income fund and annuities.

A Gift to Our Endowment provides long-lasting support to Family Service Agency. Endowment Fund Value as of June 30, 2014: \$3,312,892.

Thank you for considering a gift to Family Service Agency. All gifts are tax-deductible to the full extent of the law. Our tax ID number is 95-1644031. Your attorney, accountant or tax advisor can provide additional assistance. For more information about ways you can contribute to FSA, please call our Development Office at 805.965.1001, ext. 267.

HONORING OUR SUPPORTERS

For gifts received in the
Fiscal Year ending June 30, 2013.

\$50,000 and Up

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Via Maestra 42



Jim & Shirley Ann Hurley, Neighborhood House Society members

“We believe that the non-profit community is able to effect change in our community that cannot be achieved otherwise. It consists of citizens coming together to solve problems in a very hands on way. The work of FSA is essential in supporting individuals and families to enable them to live full and complete lives.”

-Jim & Shirley Ann Hurley

NEIGHBORHOOD HOUSE SOCIETY

To make a gift of any kind to Family Service Agency is an act of concern and humanity. To make a long term gift – one derived from the work of a lifetime – is a commitment beyond measure. Members of our Neighborhood House Society make these lasting gifts by remembering FSA in their wills and estate plans.

Our heartfelt gratitude for honoring FSA through your estate plans.

Mr. & Mrs.* Jack Barnard
Mr. & Mrs. William E.G. Batty III
Terry* & Patty Bliss
Ada Marie Bowers*
Mr. & Mrs. Laurence Brundall*
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Bob & Carolyn Dennis



Honorees Marni and Michael Cooney with Executive Director Lisa Brabo

HONORING FAMILIES CELEBRATION

A beautiful oceanfront estate on Padaro Lane provided a picturesque setting for FSA's Honoring Families Celebration on May 17. The event paid special tribute to Marni and Michael Cooney, whose selfless contributions of time, leadership and resources over the past decade have made a tremendous difference in the lives of thousands of vulnerable families in our community. More than 150 guests enjoyed the scenery, delicious appetizers by Pane e Vino, fine wine and entertainment, all while raising nearly \$80,000.

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Tournament coordinator Kristen Johnson (far right) with her family, (from left) sister Breanna Burton, brother Nick Harlow, parents Cathy and Larry Harlow.

AIRMAN'S MEMORY HONORED THROUGH GIFT TO BIG BROTHERS BIG SISTERS

Senior Airman Daniel Johnson's memory was honored again this year with a \$16,500 donation to Big Brothers Big Sisters of Santa Barbara County. The donation was made possible through the 4th Annual Daniel Johnson Memorial Golf Tournament, an annual event coordinated by his widow, Kristen Johnson, and the Johnson and Harlow families. To date, the tournament has raised nearly \$50,000 in Dan's memory. Their continued generosity is making a difference every day in the lives of at-risk children in our community. Thank you.

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During National Mentoring Month in January, FSA launched a campaign to recruit 30 mentors and 30 sponsors in 30 days for our Big Brothers Big Sisters program. We are pleased to report that thirty-nine volunteers were recruited, 29 youth were matched with adult mentors, more than \$50,000 was raised.

Thank you to all our supporters for helping us meet and surpass our goal.



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