



# FAMILY SERVICE FACT SHEET

## SOCIAL DETERMINANTS OF HEALTH

Family Service and community partners are working to address the social determinants of health (SDOH) that affect individuals and families served through a trauma-informed care lens. SDOH are conditions in environments where people are **born, live, learn, work, play,** and **age** that affect a wide range of health and quality of life outcomes.

### ABOUT US

Serving almost 60,000 people annually

#### LEGAL STATUS

A 501(c)(3) public charity established in 1903.

#### MISSION STATEMENT

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

#### CORE VALUES

- Accountability
- Excellence
- Integrity
- Respect
- Responsiveness

#### BOARD OF DIRECTORS AND STAFF

- The board includes 18 to 36 individuals with expertise in the volunteer, nonprofit, and for profit sectors.
- President/CEO, Mary E. Garr, and close to 400 employees, over 5,000 volunteers\* and with an annual budget of over \$18 million.\*\*

\*2017-2019 Average \*\*2020 budget

### SERVICES

#### WHERE SERVICES ARE DELIVERED

- Four Family Service office locations and multiple community-based office locations
- Elementary, Middle and High School campuses
- Community, school, or home settings
- Four rural county office locations

#### COST OF SERVICES

A combination of sliding scale fees and/or free services based on program eligibility.

### WHO WE SERVE

#### CLIENTS

Prenatal care, infants, children, youth, seniors, and families of all ethnic, racial and cultural backgrounds, and socio-economic levels.

### FUNDING

#### KEY FUNDING SOURCES

- United Way of San Antonio and Bexar County
- Government contracts, public organizations
- Foundation and corporate grants
- Private contributions
- Client fees
- Third-party insurance payments

## PROGRAM SERVICES BY SOCIAL DETERMINANTS OF HEALTH IMPACT AREAS

Though our services are outlined under one SDOH, our services impact more than one impact area.

ECONOMIC STABILITY	EDUCATION	HEALTH & HEALTHCARE	NEIGHBORHOOD SUPPORTS	SOCIAL & COMMUNITY ENGAGEMENT
<ul style="list-style-type: none"> <li>• One-on-One Financial Counseling (Financial Empowerment Center)</li> <li>• Tax Assistance (VITA/My Free Taxes)</li> <li>• Workforce Development</li> <li>• Early Childhood Educator Training including Substitute and Child Development Associate (CDA) Training</li> <li>• Trades Skill Job Training</li> </ul>	<ul style="list-style-type: none"> <li>• Early Childhood Education                             <ul style="list-style-type: none"> <li>• Early Head Start &amp; Head Start</li> <li>• Texas School Ready</li> </ul> </li> <li>• Youth Education &amp; STEAM-focused afterschool program                             <ul style="list-style-type: none"> <li>• Best Buy Teen Tech Center</li> <li>• Youth Summer Internships</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral Health Counseling                             <ul style="list-style-type: none"> <li>• Early Childhood Well-Being</li> <li>• School-Based Programs</li> </ul> </li> <li>• Outpatient Substance Abuse Treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Pantry (Margaret's Place I &amp; II)</li> <li>• Family Service Neighborhood Place and Partner Services</li> </ul>	<ul style="list-style-type: none"> <li>• Community Healthcare Workers (Promotoras)</li> <li>• Family Strengthening</li> <li>• Helping Children Cope with Divorce Seminar</li> <li>• Holiday Support (Adopt-A-Family)</li> <li>• Internships</li> <li>• Older Adults Services</li> <li>• Parent Engagement</li> <li>• Parent Education</li> <li>• Respite Care</li> <li>• Supervised Visitations (KidShare)</li> <li>• Volunteers</li> </ul>

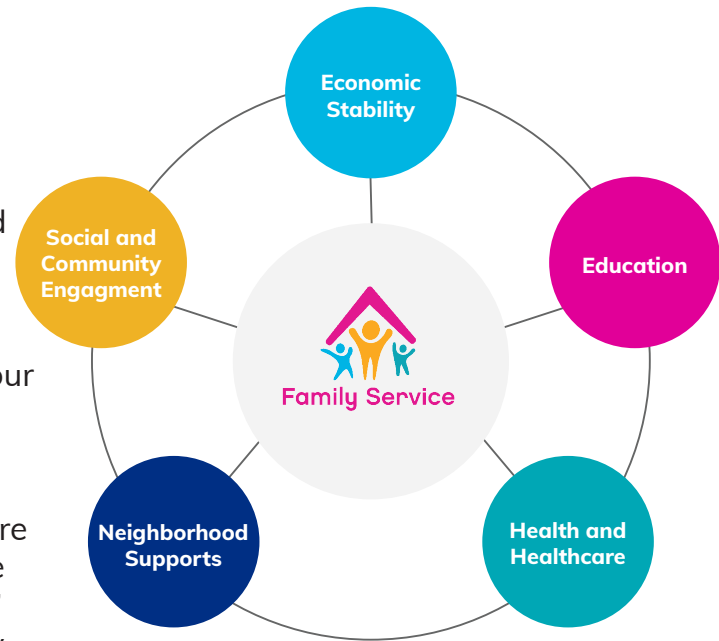
• Rural Services

# WHAT ARE SOCIAL DETERMINANTS OF HEALTH?

Family Service programs aren't changing, only how we talk about them. We are now utilizing the five social determinants of health as set by Healthy People 2030: economic stability, education, health and healthcare, neighborhood supports, and social and community engagement. Our programs are now categorized around these social determinants of health.

The social determinants of health address all areas of well-being. Our health is built through the parks where our children play, our opportunities for higher education, the cleanliness of our job sites, and more.

A happy, healthy and stable life is built through these core foundations; if one piece is missing, it can destabilize the entire structure. By strengthening all areas of our clients' lives, we're truly moving them forward, not just for today, but **for the future**.



Breakdown from Healthy People 2030

## ECONOMIC STABILITY

### What Does It Address:

- Employment
- Food Insecurity
- Housing Instability
- Poverty

### Family Service Programs:

Emergency Pantries (Margaret's Place), Financial Empowerment Center, Internships, VITA Free Tax Preparation, Workforce Development (including GED and ESL Classes and Early Education Training), Youth Internships

## EDUCATION

### What Does It Address:

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

### Family Service Programs:

Best Buy Teen Tech Center, Early Head Start & Head Start, Early Childhood Well-Being, Family Strengthening, Financial Empowerment Center Financial Empowerment Center, Internships, Mentorships, Parent Engagement, Texas School Ready, Workforce Development, Youth Education

## HEALTH AND HEALTHCARE

### What Does It Address:

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

### Family Service Programs:

Behavioral Health Counseling (individual, group & EPA), Early Childhood Well-Being, Older Adults Services, Promotoras (Community Health Workers), Respite Care, Supervised Visitations (KidShare)

## NEIGHBORHOOD SUPPORTS

### What Does It Address:

- Crime and Violence
- Environmental Conditions
- Quality of Housing
- Transportation and Physical Activity

### Family Service Programs:

Emergency Pantries (Margaret's Place), Neighborhood Place & Partner Services, Parent Engagement, Volunteer Programs

## SOCIAL AND COMMUNITY ENGAGEMENT

### What Does It Address:

- Civic Participation
- Discrimination
- Social Cohesion
- Health Discussions and Healthy Eating
- Family Communication and Support Systems

### Family Service Programs:

Best Buy Teen Tech Center, Emergency Pantries (Margaret's Place), Family Strengthening, Holiday Assistance (Adopt-A-Family), Internships, Mentorships, Neighborhood Place, Older Adults Services, Promotoras (Community Health Workers), Respite Care, Supervised Visitations (KidShare), Volunteer Programs, Youth Education