

## FAMILY SERVICE: 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.

Although it seems as if many of our lives have been put on pause at this time, COVID-19 does not halt the effects of economic instability, domestic violence, child abuse, behavioral health issues, lack of educational supports, workforce development, or needs tied to social and community engagement and neighborhood supports. COVID-19 has compounded these challenges.

At Family Service, our work is critical to ensure the immediate needs of vulnerable populations are not only being met today but that they are also positioned to handle and overcome the challenges they sought help for in the first place. From March, 50% of the individuals we serve lost work hours or their jobs, 37% had no digital connection, and we served an average of 1,900 families a week.

COVID-19 caused many changes throughout our community. The pandemic disproportionately affected the communities in which we serve. To ensure our community, our families, and our children had the support they needed during these challenging times, our doors remained open. We shifted some of our services, but we continued as much as we could face-to-face, knowing our clients needed us before this crisis changed the world.

Our work is transformational, and because of your support, it is possible. Thank you for your continued support of our community.

Thank you,



Mary E. Garr  
President/ CEO Family Service



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**Come Journey With Us**



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**Family Service**  
SUPPORT. STRENGTHEN. SERVE.

# Family Service COVID-19 Relief



## The Effects of COVID-19 on Our Community and Family Service's Response

### OUR MISSION

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At the height of the COVID-19 closures, Family Service responded with:

**1,900**  
average number of families helped weekly

**800%**  
increase in emergency assistance requests

**50%**  
of families served lost jobs or had reduced hours

**Weekly**  
Client touch bases with an average of 1 hour check-in calls.

### Basic Needs Met



#### Basic Essentials

Providing basic nutritional support and child care as we worked on the family's next steps.



#### Case Management Support

Creating connection to new resources and support for new and exacerbated needs.



#### Cleaning & Disinfecting Supplies

Ensuring all our families had the necessary items to stay healthy and safe.



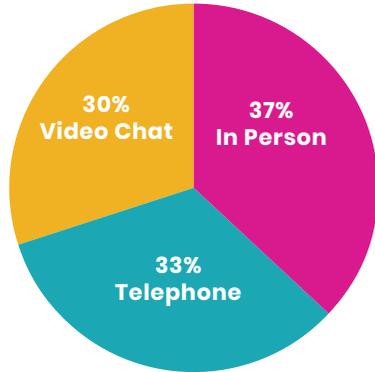
#### Gift & Gas Cards

Helping people purchase basic needs and have peace of mind to get to work and child care.



#### Hygiene Items

Supplying our community with basic items we all felt the shortages of such as detergent and toilet paper.



### Family Service remains the family our community counts on.

Family Service stayed open. We continued to meet our families where they were — mentally, emotionally, and, if needed, physically. We invested in new strategies to continue to meet the individual needs of families, including starting telehealth services, launching new summer programming, offering child care to essential workers, and continuing to offer in-person services. All of our programs completed their sessions and curriculum. We helped families establish new routines and stay socially engaged while physically distancing.

### COVID-19 exacerbated already-existing challenges for our community. Family Service remained a helping hand and strong support.

#### Our resources for families included:

- In-person crisis services
- Tech support for online learning, job searches, and community resources
- COVID-19 Financial and Housing Recovery Center creation in partnership with the City of San Antonio
- Community center for outreach and available resources
- One-on-one sessions for online learning support
- School partnerships to engage and reach families and students
- In-person and telehealth mental health counseling
- Online tutoring sessions and curriculum completion for after school programs
- Delivery of activity kits, basic supplies, and food items to families

### We journey with our clients, helping them go from crisis mode to living a happy, healthy, stable life.

**Counseling:** Saturday at 11 PM, a dad calls scared and worried for his teenage daughter. Most centers are closed due to COVID-19, and he wanted a face-to-face counseling session. Our counselors spoke with him and his daughter that night, ensuring they felt safe and secure. Sunday morning, we met with them for an emergency counseling session to help ease anxiety and suicidal thoughts the daughter was having. We are continuing weekly meetings with the daughter and family sessions with the dad.

**Best Buy Teen Tech Center:** Ms. Oreida struggled to engage with each of her three children's online learning and did not have enough resources to dedicate to each of their learning needs. The family arranged to come to the Family Service Best Buy Teen Tech Center daily for the kids to each have their own computers and activities to complete in-between online sessions.



**Youth Education:** A single mother of one of our youth education students was exposed to COVID-19. She quarantined in the bedroom of her home, trying to ensure her children stayed healthy. Our Family Service team members delivered groceries, educational activities, and supplies for the family on the curb as well as conducted weekly check-in calls. The mother cried with each phone call, this time with tears of thanks.



**Financial Empowerment Center:** With the help of the Family Service Financial Empowerment team, Coral increased her credit score by 35 points and decreased her debt by 10%! All while parenting her two children, completing online learning, and finishing her credentials to become a certified medical assistant. She started a new job in August.

Together, we can ensure the families of our community are **happy, healthy, and stable.**