



# VISION



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

**2020 ANNUAL REPORT**

# 2020 Vision

## A NOTE FROM FAMILY SERVICE PRESIDENT AND CEO



**Mary E. Garr**  
President and CEO

The year 2020 is one that we will all remember. The pandemic touched all of us. We all know people who were sick with the COVID-19 virus, and many of us sadly know people who became ill and did not survive. We also realize that the pandemic more directly affected our front line and essential workers and those whose industries were most heavily affected by shutdowns and jobs were lost, hours were cutback, and benefits, if any, were stopped. When schools shifted to online learning and many childcare centers closed, parents, often mothers, had to stay home to support their children, further stressing family income.

The pandemic shone a light on our community's most vulnerable and systemically underserved. The lack of employment, access to healthcare, housing, and other supports burden them far greater than other segments of our population. Family Service has been serving these populations since 1903, and when the pandemic struck, we kept our doors open to ensure we continued providing the services our clients needed before the pandemic, and definitely needed now, more than ever. **We appreciate our funders who understood our work and helped to ensure that we could provide the immediate, basic services that became an issue during the pandemic, and that we could also continue the long-term strategies that we know lead to lasting changes and opportunities to lead healthy, successful lives and to break the intergenerational cycles of poverty, family stresses, unhealthy neighborhoods, and lack of educational opportunities and workforce development.**

## **We are building hope.**

### **MEETING IMMEDIATE CHALLENGES,**

### **WHILE ADDRESSING LONG-TERM NEEDS.**

To highlight some of our efforts, early in the pandemic, we served an average of 1,900 individuals weekly, and, of those served, half had lost jobs or had work hours reduced due to the pandemic. Although some have now returned to work, others did not have employment to return to, especially those with hourly or low-paying jobs, and we are working with them to develop other job skills. One way is our role with the City's Ready to Work SA program, providing case management, financial counseling, and workforce development training to help people start a new sustainable career path. Another way is a program we have been developing for two years that kicked off in December. We have added a Trade Skills Training program to the Neighborhood Place bringing needed job training to the Westside with help from several partners.

Safe, affordable childcare has been an ongoing issue, especially as schools could not return to a traditional full-day schedule in 2020. We provided in-person and remote child education and

support all year, including over the summer, ensuring that essential workers had a safe place for their children, so they could work. We provided services, programs, camps, and internships to support babies, youth, teens, and families. Many families needed classroom supports and tutoring, as well as technology resources and assistance for their children's online learning. We were able to greatly increase our technology supports at Family Service Neighborhood Place to support students, families, and adults.

Some families affected by divorce were experiencing increased struggles between custodial and noncustodial parents and we were one of the only places that continued in person services to meet their needs. More families experienced family violence due to the stress, and even more were going to community shelters, some homeless for the first time, as evictions started up, even with supports in place. Needs increased in all areas, but especially in mental health and financial counseling. We were able to provide free EAP services in both areas and increase our behavioral health and financial counseling services. Partnering with the City, we opened a Financial and Housing Recovery Center, to assist clients with accessing benefits, a separate need from financial counseling, which has helped to keep clients in their homes and receive benefits to help them and their families.

With the additional stresses on families, we continued to provide all of our programs and services, either in person, virtually, or via telephone. Through this, we saw a lot of success stories with our clients and through the dedicated, compassionate efforts of our staff. A few of them, you will see captured in our Annual Report.

All of our work in 2020 reinforced the need for us to organize under a Social Determinants of Health framework: Economic Stability, Education, Health and Healthcare, Social & Community Engagement, and Neighborhood Supports. **We are also trauma-informed** in our work, understanding the impact that past trauma has on many people today. The lives of the people and families we serve are complex and multi-faceted. If we only assist them in one area and not in context of all the challenges they face, we cannot effectively help them move forward. **Understanding their barriers caused by social determinants of health allow us to better comprehensively support, strengthen, and serve our clients.** The biggest investments people can make in their lives are to stay healthy, obtain high quality education that prepares them for future sustainable careers with benefits, and to be socially connected and engaged in their communities. When people are faced with barriers in those areas, it can be hard to achieve those without support from organizations like Family Service.

We truly appreciate our partnership with you, our donors, our funders, our Board, our staff, our partners, our communities, and the trust and commitment of our clients, as we work together to strengthen and transform lives, break intergenerational cycles of poverty and other challenges, and improve the health and well-being of the communities in which we serve.

**Thank you for walking on this journey with us.**

# Our Journey

In 2020, we solidified our programs and services under the Social Determinants of Health framework. The continued integration of our programs and services allows us to address families' immediate needs, even as they change weekly due to the pandemic, while also helping them meet long-term goals, **creating long-term, sustainable impact.**

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

**66,937**

total lives encountered

**800%**

increase in emergency assistance requests\*

We journey with our families ensuring they are ready for school, create social and community connections, are financially stable, focus on their mental health, and have neighborhood supports, as well as creating access to support services for our rural communities.

Through our different programs, we have touch points with families, such as assisting them with a drive-thru event or emergency assistance, as well as outcome-based offerings which are focused on more long-term goals, such as completing job training or in-home parent education course. Both facets are needed to fully address challenges and alleviate barriers.

**49%** encountered-based services      **51%** outcome-based services

**66,937 total served**

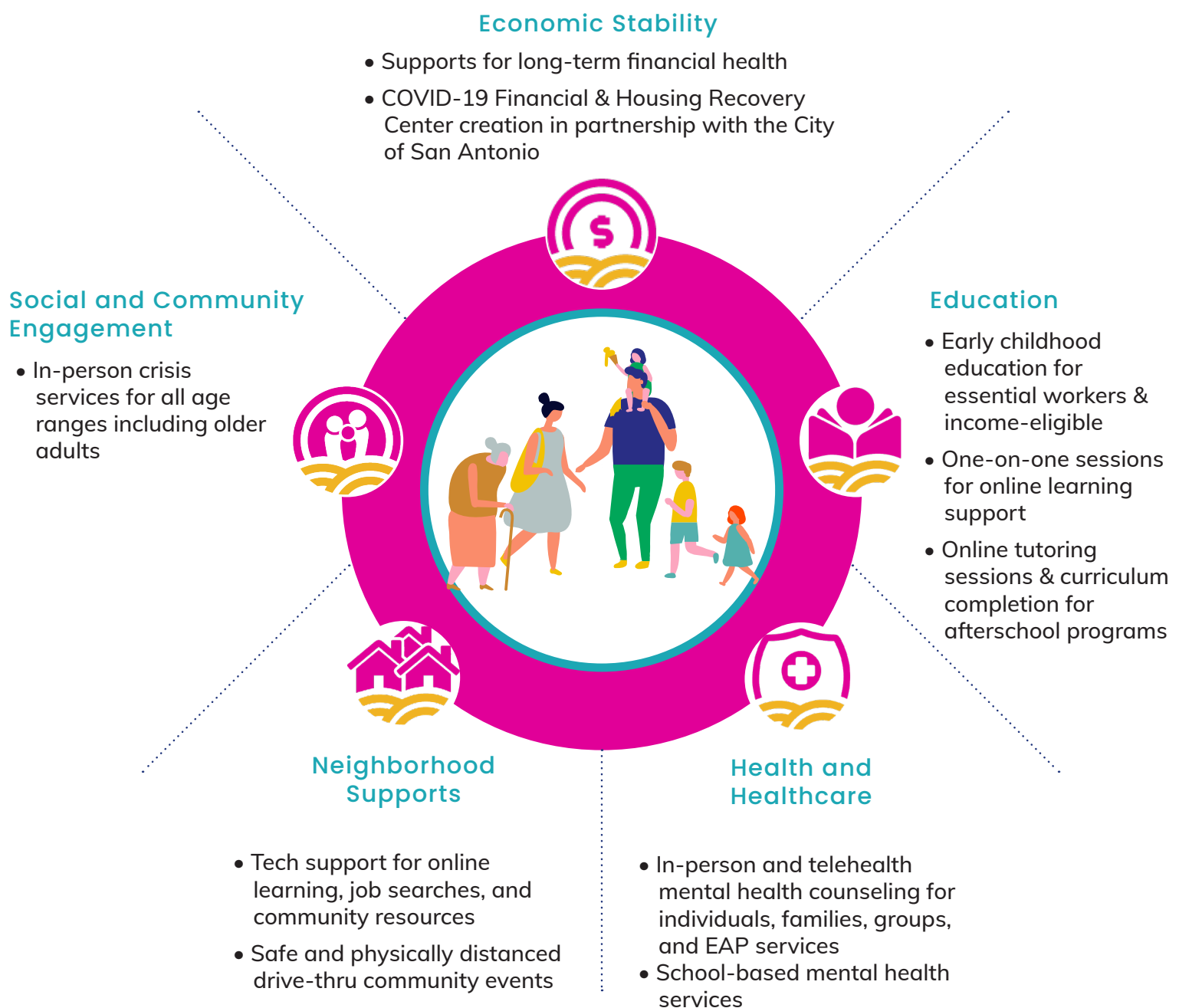
Since 1903, we have evolved to meet the needs of our community. Our services in 2020 included our wraparound support services plus adaptations to meet our communities' needs as a result of COVID-19.

**We adapted to meet the new needs of our families, and we will continue to evolve as needed within the community.**

\*over the height of the pandemic

Though the total number of clients we served decreased this year, the number of services each of our families received drastically increased. Children were enrolled in youth education afterschool programs, while parents received one-on-one financial coaching and counseling to help create a new family budget, families were offered help with online learning for parents and students to adjust to new systems, weekly check-in calls helped develop trusting relationships, family and individual counseling sessions offered adjustment to our new “normals,” and so much more individualized care was provided for each family member and family need. We are ensuring our families are receiving wraparound support.

## SOCIAL DETERMINANTS OF HEALTH: WRAPAROUND SUPPORT





# Ready for School

Quality, early childhood education for children 0 to 5 years of age ensuring every child is kindergarten ready. We focused on ensuring children were still ready to move forward with their education and ready for the next school year.

## EARLY HEAD START-CHILD CARE PARTNERSHIPS & HEAD START

In March 2020, stay-at-home orders were mandated in the city of San Antonio. Childcare for essential workers became a critical need.

Teachers implemented lesson plans and assisted participants with schoolwork. Families were provided with diapers, gas cards, school supplies, food boxes, hygiene products, and other essential needs.

**60** children of essential workers received **free** early childhood education during the summer.

**944** children 0-5 years of age offered **free** early childhood education.

“

Now with this Covid going, it's a little challenging because all this is new to everyone, teaching methods have changed, schedules have changed, but one thing that did not change, is the effort made to make sure we are still taken care of. I get at least two phone calls a week, emails, messages, zoom meetings, and even texts asking if we need anything and making sure that we are safe and sound.

-Alma, Head Start Parent



## YOUTH EDUCATION AND CAREER SERVICES

Youth development utilizes multiple enrichment activities, including learning about character building, positive choices, high school graduation, promoting college pathways, and workforce development skills building.



### 1,315 students

served through afterschool programs, year-long mentoring program (C2C), summer camps, and youth internships.

Average youth improvement across school districts

87% attendance

90% behavior

Engaging students in online learning became a top priority for our families.

Though our afterschool programs shifted to ensure the safety of our families and team members, we continued providing online learning assistance, one-on-one family support, and tailored activities to students of different ages.

### Family Service Youth Education Supports:

- ✧ One-on-one sessions for online learning support
- ✧ Online tutoring sessions
- ✧ Curriculum completion in afterschool programs
- ✧ Summer transition camps for students transitioning to a new grade level
- ✧ Remote STEAM learning (science, technology, engineering, arts, and mathematics)





# Creating Connections

At Family Service, we understand that engaged citizens create resilient communities. Social and Community Engagement programs work to provide all parts of the community, from children to the elderly, with opportunities to engage within their communities.



## PARENT EDUCATION

The pandemic brought additional stresses and changes to routines. How are families setting new routines? How are they helping their kids adjust?

Parenting Education was needed more than ever, not only for **parenting skills**, but as **support for parents** as their isolation increased in their homes as they quarantined, increasing the possibility of child abuse. Face-to-face and remote sessions provided:

Weekly Check-Ins • Emergency Supplies • Referral Support • Physical & Emotional Development • Positive Parenting Skills

**100%** of participants learned something new and were able to apply it at home.

## LITERACY AND READING

Support to increase the percentage of students who are reading proficient by 3<sup>rd</sup> grade through parent engagement.

Parent Reading Tutors • Reading Rooms • Classroom Support

reading scores  
increased by

**30%**



**95%**

year end  
reading average



## FAMILY STRENGTHENING

**82%**  
parent efficacy

**94%**  
child social

average scores at end of cycle

Family units are spending more time than ever together. Is it **quality** time, though?

If we can build a family's social network and support their family functioning, we can help reduce the stress and isolation experienced by parents and children; thus, **improving their overall family well-being.**

**One-of-a-kind in San Antonio:**  
There are currently no other programs like Family Strengthening



# Strengthening Generational Connections

## KIDSHARE: SUPERVISED VISITATIONS & NEUTRAL EXCHANGE SERVICES

During the many months of COVID, KidShare remained open — the only supervised visitation and exchange service in San Antonio to remain open the entire time for our community.

We maintained services through a trauma-informed lens, especially during the pandemic, addressing family crisis and keeping parents informed on their children's well-being.



Increased client contact in order to meet crisis needs, economic resources and referrals and maintain emotional well-being through support services.

Case management to families at the time of intake and

**375** new families provided support



“

I wouldn't be here if it wasn't for Diana [my Family Service caregiver]. She helps me with everything.

-Alma, Older Adult



## OLDER ADULT IN-HOME CARE

As an essential service organization, services were able to continue for our clients with no interruptions in service.

Direct Service • Weekly Check-Ins • Emergency Supplies • Referral Support • Emotional Support • Food Resources • Gift Cards

**95%**

of clients safely remain independent in their homes.

5% of our clients were either unable to continue without 24-hour supervision or closed their case support.

# Financially Stable

Economic Stability Programs provide resources to teach clients how to maintain financial and family stability through financial education, tax assistance, emergency financial aid, and job training opportunities with continued wraparound services.

## WORKFORCE DEVELOPMENT

Opportunities for career development and training.



## CREDIT SCORE

Advice and guidance on building your credit score.



## BENEFIT ASSISTANCE

Guidance on applying for local and federal benefits.



## EMERGENCY ASSISTANCE

Help applying and accessing emergency assistance help for those who qualify.



## DEBT REDUCTION

Managing and reducing your debt.



## WRAPAROUND SUPPORT

Support of Family Service programs and services and partner organizations.

## FINANCIAL AND HOUSING RECOVERY CENTER

To help address our communities' needs as a result of COVID-19, we partnered with the City of San Antonio to create the Financial and Housing Recovery Center. The Recovery Center expanded our free financial counseling services while also adding new positions called Financial Benefit Navigators. Our team works with individuals in need of emergency assistance, benefit enrollment, or other needs to stabilize their household.

## In 2020 our Financial Empowerment Center:

**Over \$3 million**

of debt reduced



**383** individuals increased their credit score by 35 points

196 people saved

**2% of their annual income**



**140 people**

opened bank accounts



# Focus on Mental Health

Our services use a trauma-informed care lens to provide individuals and families with the skills to overcome adversity. Programs help clients traverse complex family situations and behavioral health issues by providing professional mental well-being services.



## BEHAVIORAL HEALTH

We create individualized plans for mental wellness and counseling tailored to each person's experiences.

**80%**  
inperson counseling

**20%**  
telehealth appointments

**63%** increase in department size. We grew to 8 full-time clinicians.

## EARLY CHILDHOOD WELL-BEING (ECWB)

Target age of 0 to 8 years. The program also offered an array of training sessions for parents, teachers, and the general community on trauma-informed care, particularly as the community experienced the pandemic with increased mental health issues, trauma, and anxiety.

**91%** of training participants indicated improved knowledge or skills as a result of training based on evaluations.

**84%** of parents and teachers of children reported increased confidence in ability to deal with behaviors.

✧ The pandemic also impacted our kids and ECWB provided resources to help explain “what is happening?”

Counseling • Consultation • Teacher Training & Coaching • Parenting Education •  
Special Education Advocacy • Community Workforce & Professional Development •  
Classroom Intervention & Observation



# Neighborhood Supports

Family Service Neighborhood Place is a community center where community partners and Family Service work together to address the social determinants of health.

## FAMILY SERVICE NEIGHBORHOOD PLACE

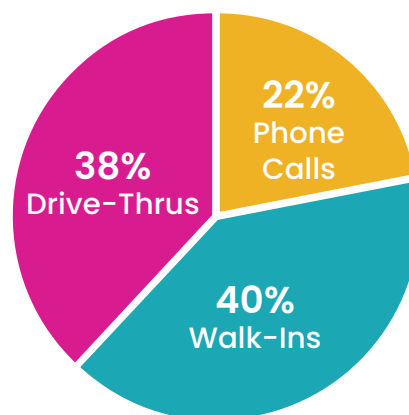
One of the few community centers to remain open throughout COVID pandemic, Family Service Neighborhood Place adhered to CDC and City of San Antonio guidelines to ensure the safety of our community, while also meeting their needs.

### How we served our community throughout the pandemic

 Two new tenant partners

**12**  
on-site partners

**33**  
off-site partners





# Rural Communities

Rural Area programs address many needs in the rural counties surrounding Bexar County with limited resources for managing individual and family needs.

## WRAPAROUND SUPPORT

### All five pillars of the social determinants of health:

- ✧ Parenting Education: Individual & group services, weekly session, curriculum specific.
- ✧ Case management: collaborative process, identify un-met needs, providing linkages to internal and external resources.
- ✧ Mental Health Counseling: Individual, family, couples or group therapy designed to achieve emotional wellness.
- ✧ Workforce Development and Training: Opportunities to learn or enhance skills needed for specific trade. ANGELS focuses on early childhood education.
- ✧ Financial Empowerment: Support for individuals and families interested in improving their financial situation.

**97%**

of participants demonstrate overall effective coping skills and positive decision making processes

**98%**

of clients served felt they were respected and listened to by staff.

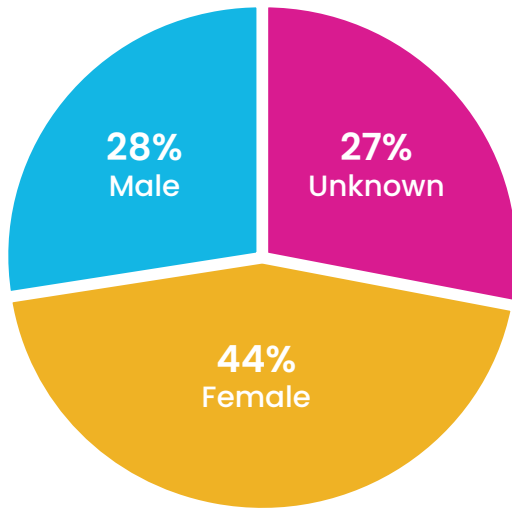
## Cementing the rural area services for long-term impact

In 2019, a generous donor gifted Family Service an old hospital to use as a permanent location. Allowing us to put down permanent roots, and expand our clients and deepen our commitment to serving rural areas. We started renovations on the future neighborhood community center with a new roof.

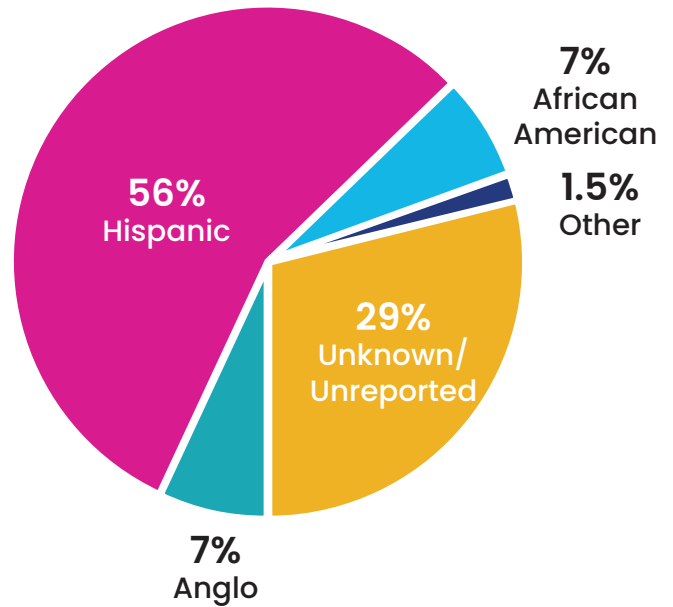


# Who We Serve

## GENDER



## RACE/ETHNICITY

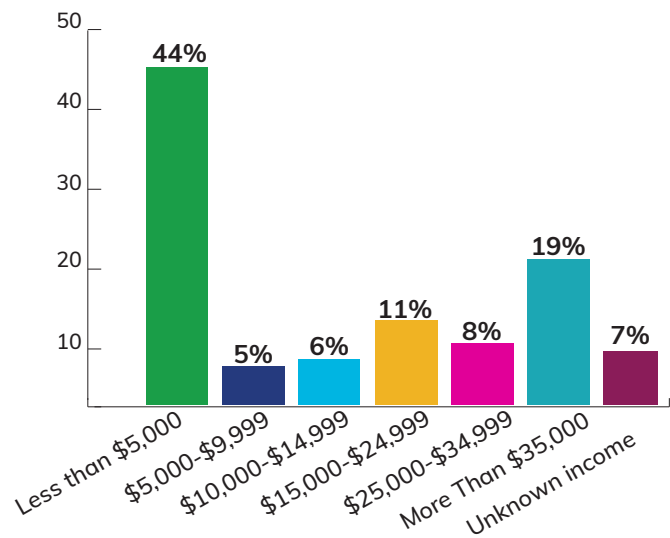


## ANNUAL INCOME

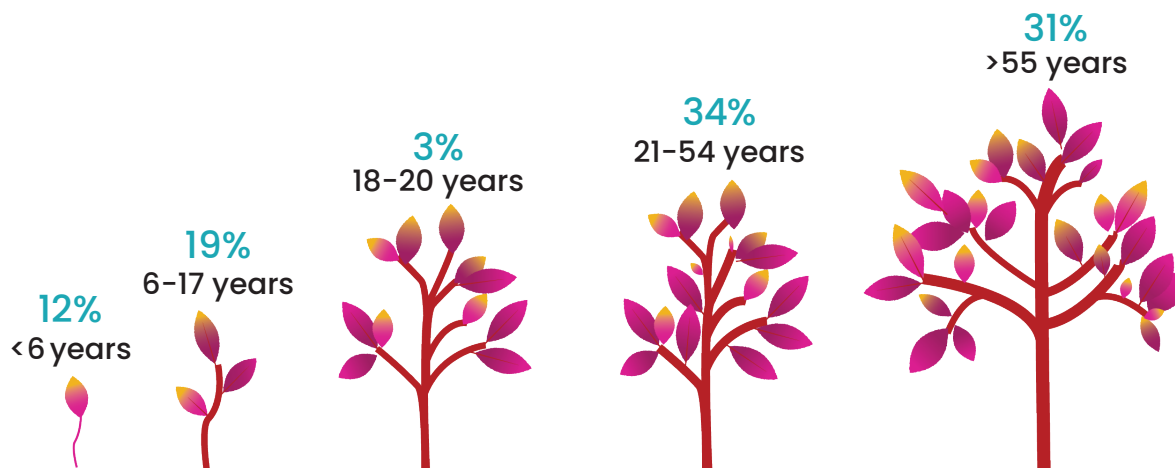
**44%**  
make less than \$5,000

**49%**  
make less than \$10,000

**66%**  
make less than \$25,000



## AGE



# Our Financials

## Consolidated Statement of Activities

Year Ended December 31, 2020

The below financials reflect the consolidated operations of Family Service Association of San Antonio, Inc. and Neighborhood Place, Inc. 2020 financial activity.

**\$22,628,210**

Revenues

**\$20,594,448**

Expenses

**\$2,033,762**

Change in net assets

**\$17,017,368**

Net assets end of year

## 2020 Board of Directors

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Secretary  
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Mary E. Garr, President/CEO  
Family Service

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Rosemary Perez  
Retired, Northside ISD

William (Bill) Whiting  
Retired, Organizational  
Management

# 2020 Donors & Partners

**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.**

\*Those listed below donated \$20 or more during the 2020 calendar year.

Remy Abraham	Anna Benavides	Patricia Carlisle
Mojisola Adeeko	Laura Benedict	Casey Family Programs
Aetna Foundation	Edward A. Benson	Margaret M. Cerrudo
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Alpha Media	Ann and Jimmy Black	Sandra Colunga
Edrick Alviso	Jennifer Bligh	Michael Connor
America's Charities	Bradford Blue	Carla Contreras
Amerigroup	Blue Cross Blue Shield of Texas	Faye Cooper
April Ancira	Angela Bohannon	Sister Germaine Corbin
Ancira Auto Group	Andrew Bowser	Robert H. Cormier
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BBVA Foundation	Israel R. Cano	Jeanette De Diemar
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Josie Behrend	Leslie Cardinal	Susan De Leon
	Debra Cardona	



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Raquel Ohlrich  
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Paul Ortiz  
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Tamara Ramsey  
Anna Ramsey  
The Honorable Bonnie Reed  
Bill Regan  
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- United Way of San Antonio & Bexar County
- John L. Santikos Charitable Foundation
- Harvey E. Najim & The Najim Charitable Foundation
- H. E. Butt Foundation
- Kronkosky Charitable Foundation
- Mays Family Foundation
- Tobin Endowment
- Greehey Family Foundation
- 80/20 Foundation
- NuStar Energy
- City of San Antonio
- Bexar County
- JPMorgan Chase & Co.
- Wells Fargo
- Bank of San Antonio



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## Come Journey With Us



[www.family-service.org](http://www.family-service.org)

(210) 299-2400



## Our new website launched!

Visit our website at [www.family-service.org](http://www.family-service.org) to learn more about our work, our individual programs, our history, and stay up-to-date on events!

## 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.

