

# Celebrating

# 1200

# YEARS



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

**2022**

**Annual Report**

# NOTE FROM FAMILY SERVICE PRESIDENT/CEO



Mary E. Garr,  
President/CEO

As we reflect on 2022, we are celebrating 120 years of service in San Antonio and Bexar County and 25 years in Crystal City and surrounding areas. We started in 1903 as the Charity Association of San Antonio and Bexar County giving money to those in need, but we continue to evolve to meet the more comprehensive needs of the communities in which we serve and address root cause issues. In 2022, we directly served 38,766 individuals and supported over 86,900.

Whether you have been with us for decades or are new to supporting and partnering with Family Service, you are part of a legacy of support for helping our most vulnerable, most at-risk populations. Our focus continues to be on serving individuals, families, and communities; working to break intergenerational cycles of poverty, trauma, and life challenges caused by

systemic barriers or lack of access to economic stability, education, healthcare, safe homes and neighborhoods, and social and community supports. We are always excited to see positive sustainable change happen in our clients and to support them on their path for life success. But we know change does not happen overnight, and it generally does not happen by itself. It truly is a journey not taken alone. We see the transformational change in our clients and their progress made across our programs, whether it be in our foundational Early Head Start/ Head Start programs, our youth programs across the school districts we serve, our financial and behavioral health counseling, our older adults services, our parenting and financial strengthening, supervised visitation, and so much more.

There are many types of health, and we realize that health is at the core of what we do: financial health, behavioral health, social health, occupational health, etc., with all tying to long term physical and mental health outcomes, life potential, and life success. Addressing Social Determinants of Health in peoples' lives, along with the impact of life trauma enables us to maintain a comprehensive framework and focus, because we know the lives of the people we serve are not separated into silos, but are multi-faceted and complex. We need to meet their needs in a similar manner. The next paragraphs provide a few examples of how we do our work.

We were excited to be recognized by the Power of Preservation in October. We received their Innovation Award for our work in training people in various trades that will not only help them gain career skills that lead to meaningful employment with pay and benefits that will provide for them and their families, but their skills are also being used to restore and revitalize older homes and neighborhoods, enable low income families to remain in their homes, and maintain cohesive neighborhoods with families and friends who support each other. Our work in this area was also recognized by Bank of America with Family Service receiving their Neighborhood Builders Award.

In 2022, we transitioned from the City of San Antonio's Train for Jobs to its Ready to Work program, continuing to serve those wanting to obtain job skills, upskill, return to school, etc. and we continue to partner with others in this important work.

We recently embarked on a research study with MHM, EMPATH, Up Together, and Empower House looking at different modalities how to best serve those who are undergoing financial difficulties.

When complete, we expect to gain better insight moving forward on how to support families in achieving upward economic mobility.

We are working with community partners to improve digital inclusion in our communities, knowing the life challenges that exist in today's world without reliable access to digital resources and information. Internally, we realize the importance of data to demonstrate community needs, where our work is impacting and where we have gaps. We are investing in and improving our data and use of it.

For decades, we have been in schools and school districts with various youth-focused, parenting, and family strengthening programs: helping parents to be nurturing and supportive parents; families to be cohesive and thriving; and children to grow up to be happy, healthy, and successful adults. We use proven models of success and with all the challenges of the last few years, those needs are greater than ever.

When tragedy struck in Uvalde, last May, we were already on site, having been serving in Uvalde for 22 years at that point. We immediately expanded our services and will continue to be there for the long term with our team that lives and works in Uvalde and in the surrounding areas.

In Crystal City, we continued renovating our gifted space and envision a wonderful new community resource when it opens. We appreciate the partnership with the Crystal City Coalition, in conjunction with Prosperemos Juntos, as we work together to meet community needs.

Our community center in San Antonio, the Family Service Neighborhood Place, continued to see more people, more activity, and more events, both ours and our many community partners. We are supporting communities coming together to support each other.

Life is hard, especially for those in poverty and/or dealing with the impact of trauma. We want to ensure that we are helping individuals and families create positive change that they can sustain. It is not enough to ensure that they have food and housing for today. We, collectively, need to continue to work together to ensure people can consistently afford food, housing, and enjoy a decent quality of life with good health, and opportunities for education, careers, and community engagement.

As we celebrate our 120th year, we continue to collaborate, innovate, and be a leader in the communities we serve, and with our many partners, help to create conditions for thriving, healthy families and communities.

Thank you to our Family Service staff, Board, and volunteers for your impact. We thank our clients, their families, our partners, and our communities for their continued trust in us and the deep relationships and commitment we have to do this work.

Thank you to our funders and donors for your commitment to Family Service and our clients. Your generosity and support continue to impact the lives of so many individuals, families, and communities, directly and indirectly, some with immediate impact, and some that will not be visible for years to come. We are grateful for your support, and we could not do it without you.

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

Sincerely



Mary E. Garr  
President/CEO

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# 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 (Counseling and Coaching), Internships, VITA Free Tax Preparation, Workforce Development (including GED and ESL Classes and Early Education Training), Youth Internships, Trade Skills, Workforce Development

## 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, 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 & EAP), 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, 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, Parent Engagement

# Family Service's Journey



## Mission

Our mission is brought forth by addressing the social determinants of health through a trauma-informed care lens. The social determinants of health are where people are born, raised, live, work, play, and age. There are different ways to describe them, but we follow five categories: economic stability, education, health and health care, neighborhood and built environment, and social and community context.

**86,900**

Supported

2022 ushered in the start of the post pandemic challenges of getting back to normalcy. Family Service programs continued to see an increase in need of intensive services.

**38,766**

Individuals directly Served

**+3,799**

Increase from 2021

**60%**

of clients agency-wide reported having improved resiliency skills after three months of service.

Each program under the pillars of Social Determinants of Health (SDOH) has played a critical role in helping individuals and families navigate challenges. As the pandemic winds down, the need for our services will continue as individuals, families and communities work to recover and rebuild. It is critical that we continue services to ensure individuals and families have access to the support they need to thrive. The following are a few highlights across each pillar working towards the Healthy People 2030 initiative.

# Economic Stability Highlight

## Family Service is a part of Mobility Mentoring Study

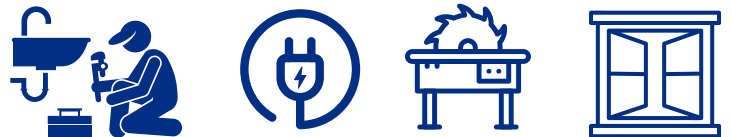


" We greatly appreciate our partnership with Methodist Healthcare Ministries as we are aligned in eliminating or reducing barriers which are often deep-rooted, intergenerational, and tied to systemic barriers and lack of access to resources. Addressing social determinants of health can improve the lives and health of individuals and families, and help to strengthen and create vibrant, healthy communities."

~Mary Garr, President & CEO of Family Service.

A two-year study called the San Antonio GOALS Initiative – Generating Opportunities for Achieving Lasting Success.

## Workforce Development



Our Workforce Development efforts seek to integrate educational attainment and/or training with gainful employment for low-to-moderate income individuals and families.

**89% completed college or job training**



**90% become employed**

## Financial Empowerment

### Outcomes 2022

**\$320,261**  
money saved



**Debt Reduced By \$2.5 Million**

- 846 Individuals reduced delinquent debt
- 426 Individuals Reduced Debt by 10%
- 267 Individuals increased Credit Score by 35 points
- 78 Individuals Saved 2% of their annual income
- 23 Individuals opened Bank Accounts
- 6 Individuals purchased their first home

# Education Highlight



Support in every stage of education, from early childhood development, to higher education and adult learning.

Clients become life long learners with **82%** Overall reported experiencing strong relationships.

After school programming emphasizing STEAM and social development while also addressing digital equity.

Clients served through Youth Pathways, Strengthening Families, Youth College and Career Opportunities, Best Buy Teen Tech Center, Clubhouse to Career (C2C) Pathways and Digital Inclusion Scholars programs under the Education Pillar.

93% of students engaged in college and career readiness

## Head Start and Early Head Start

Family Service continued to provide a holistic approach to education and address barriers to learning. The program has placed an emphasis on engaging families, especially fathers in their children's learning and providing a healthy environment that will ultimately address the social determinants of health.

**We focus on the whole child.** The path to being school ready involves more than educational support. We want every child to have access to health, nutrition, social and emotional resources and wrap-around support to ensure long-term success and age appropriate development.



More than 7,000 clients served



# Health & Health Care Highlight

**Behavioral Health** provides quality counseling serving all ages, many uninsured and without mental health coverage as a part of their existing health insurance. Regardless of the individual's ability to pay, the person is connected with internal comprehensive services. Mental health services reduce stress and create a solid foundation for the well-being of the client.

# 97%

**of clients have shown improvement on their mental health by accomplishing their goals**



The **Early Childhood Well-Being** Program provides comprehensive early childhood mental health and related services to children ages 0-8. Services include counseling, consultation, teacher training and coaching, parenting education and support, special education advocacy, policy advocacy awareness, community workforce and professional development, classroom intervention along with observation, and case management.

## Testimonial of Success

"...The Parent Child Interaction Therapy process pieced together, and the impact it had, was incredible. Learning how to connect in the first phase gave me the blueprint for how to actually spend quality time together. My son gained so much trust and confidence in himself and in me... The changes that the program taught me to make came with strong support and I was encouraged the entire way. The biggest reward when we completed [the program], was my son telling me that now I am a happy mommy. I know that I have a happy child as well, who is able to thrive and grow up getting what he needs from me to guide him."

~Melissa

**2018 CDC Analysis**  
Approximately  
35,000 Children ages  
0-8 in San Antonio  
are at risk for  
developing mental  
Health Issues

Over **80%** indicated increased confidence of teachers and parents in their ability to effectively address challenging behaviors in their students and children.

**15-25%** of the population experiences some type of mental health problem and up to **20%** of young children are already exhibiting mental health concerns by kindergarten.

# Neighborhood Supports Highlight



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



Love that there is a place for the Neighborhood, and it's appropriately named! ”  
~Miguel P.



There are so many resources available at the neighborhood place more than you can think of don't ever be afraid to ask. ”  
~Crescen H.

## Margaret's Place

Assisting families with basic needs is one of our immediate priorities. Margaret's Place is tied to enrollment into our programs and community partner referrals based on the family's overall needs.

**94%**

of those coming to utilize available Neighborhood Place resources including Margaret's Place.

**28%**

of clients return multiple times to use Neighborhood Place services

# Social & Community Engagements Highlight

Providing all parts of the community, from children to older adults, with opportunities to positively engage and create resilient communities.

## Families and Schools Together (F.A.S.T.) Testimonials: What was most Valuable about your FAST Experience?

85% reported overall improvement in parenting success

“Meeting a lot of people and the friendliness of the FAST group. The help that is available when I need it.”

“The time we spend together as a family.”

“Value of the program and the ability to communicate with our children. Making time for our kids and reading to them.”

83% demonstrate the ability to be moderately to highly independent

## Independent Older Adults

94% of the clients being served remain safely in their homes.

## KidShare

99% reported their children have a safe place for exchanges and supervised visits. 99% of those served also said they were satisfied or strongly satisfied with the service.

100% reported reduced stress and conflict immediately after receiving service

# Rural Services Highlight

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

## Parenting Education

**96%**

Reported a decrease in negative parenting attitudes and an increase in appropriate expectations of the child

**95%**

of Parents showed an increase in parenting knowledge after sessions



## OUR VISION

Cementing the rural area services for a long-term impact

As part of our strategic plan to strengthen our direct service capacity and provide high need areas with the services they deserve, we are moving our rural staff members into a permanent home in the heart of Crystal City. The new Family Service Neighborhood Place in Crystal City provides needed resources for individuals, families, schools and the surrounding communities.

Renovation work began January 2022.



# Rural Services



*Uvalde Strong*

**When the tragedy struck Uvalde on May 24, 2022, we were already on the ground, having provided services there for more than 22 years. We immediately increased our services in crisis counseling, behavioral health, financial counseling and other supports for families and the communities in the surrounding area.**

“The Uvalde community will need our support for a long time. It is important that, as Texans, we stand with our neighbors and support their needs today and in the future. Together, we will walk down this difficult road with them.”

Mary E. Garr, CEO/President  
Family Service

Immediately after the tragedy in Uvalde, Family Service added additional full time and part-time employee while opening a new office in Uvalde to better serve the community. Family Service also added a Financial Counselor at the Uvalde Together Resiliency Center.

**After the tragedy in Uvalde, many individuals reached out to Family Service for support. The lack of basic needs such as lack of income, rental and utility assistance were top needs due to being out of work because of the tragedy along with counseling.**

**Individualized in-person trauma-informed services have been key in response to the trauma the community of Uvalde and surrounding areas have experienced.**

More than **4500** counseling hours have been conducted since the Uvalde tragedy in 2022.



**Our Rural Services team is here serve and support.**

More than **370** new Clients in Uvalde following the tragedy

# 2022 DEMOGRAPHICS

**Touched Lives: 86,900** **Directly Served: 38,766**

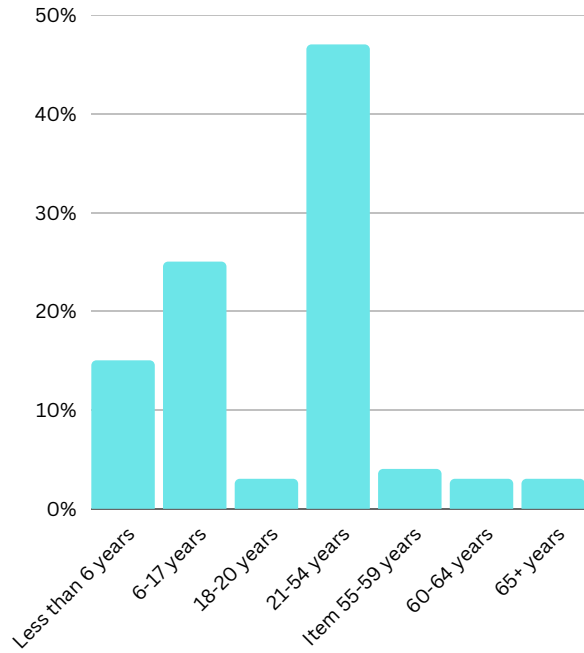
All Demographics based on  
the 38,766 served

## Of the clients we serve

30%  
Make less than \$5,000

48%  
Make less than \$10,000

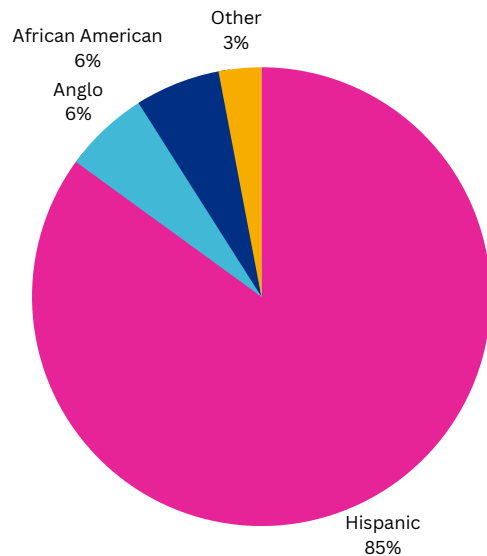
81%  
Make less than \$25,000



## GENDER

40%

60%



## 2022 Revenues

Gross Revenue  
\$31,335,384

Expenses  
\$27,565,510

Change in  
NET Assets  
\$3,769,874

NET Assets  
\$23,871,203

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Family Service

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Thank you to all our community partners, donors,  
and volunteers!

Your generosity makes our work possible.

Listed individuals and entities gave \$20 or more during the most recent fiscal year.

NON-PROFIT  
ORGANIZATION



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

**Empowering individuals and families to transform their lives and strengthen our communities.**



Contact Us

(210) 299-2400

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

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