

# 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 our 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 more than 480 employees, over 5,000 volunteers\* with an annual budget of over \$35million.\*\*

\*\*2024 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

- One-on-One Financial Counseling (Financial Empowerment Center)
- Tax Assistance (VITA/My Free Taxes)
- Workforce Development
  - Early Childhood Educator Training including Substitute and Child Development Associate (CDA) Training
  - Trades Skill Job Training

#### EDUCATION

- Early Childhood Education
  - Early Head Start & Head Start
  - Texas School Ready
- Youth Education & STEAM-focused afterschool program
  - Best Buy Teen Tech Center
  - Youth Summer Internships

#### HEALTH & HEALTH CARE

- Behavioral Health Counseling
  - Early Childhood Well-Being
  - School-Based Programs
- Outpatient Substance Abuse Treatment

#### NEIGHBORHOOD SUPPORTS

- Emergency Pantry (Margaret's Place I & II)
- Family Service Neighborhood Place and Partner Services

#### SOCIAL & COMMUNITY ENGAGEMENT

- Community Healthcare Workers (Promotoras)
- Family Strengthening
- Helping Children Cope with Divorce Seminar
- Holiday Support (Adopt-A-Family)
- Internships
- Older Adults Services
- Parent Engagement
- Parent Education
- Respite Care
- Supervised Visitations (KidShare)
- Volunteers

- Rural Services

# WHAT ARE SOCIAL DETERMINANTS OF HEALTH?

Family Service Programs are categorized into a Social Determinants of Health framework. We realize that the people we serve have one or often more challenges in their lives, and we strive to address them through a comprehensive approach looking at Economic Stability, Educational Needs and Opportunities, Health and Healthcare, Neighborhood and Home Supports, and Social and Community Engagement.

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 are 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 Supports, Financial Empowerment Center, Internships, VITA Free Tax Preparation, Workforce Development including GED and ESL Classes and Early Education Training, Trade Skills Training, Etc.

## 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, Digital Literacy, Internships, Mentorships, Parent Engagement, Texas School Ready, Workforce Development, Youth Education

## HEALTH AND HEALTHCARE

### What Does It Address:

- Access to Mental Health
- 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), Positive Parenting Program)

## NEIGHBORHOOD SUPPORTS

### What Does It Address:

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

### Family Service Programs:

Emergency Supports, Neighborhood Places & Partner Services, Volunteer Programs

## SOCIAL AND COMMUNITY ENGAGEMENT

### What Does It Address:

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

### Family Service Programs:

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