

Promoting Hope,  
Strength, and Stability  
for Santa Barbara  
County Children,  
Families, and Seniors



# Impact 2018-2019 Report

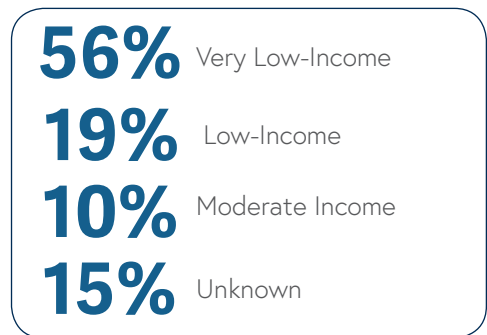
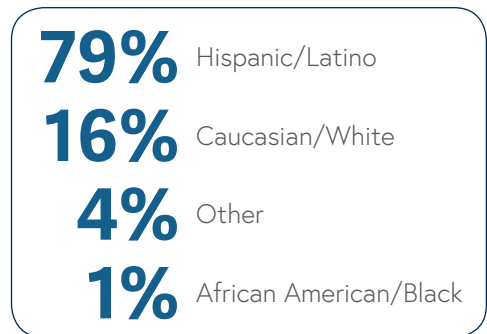
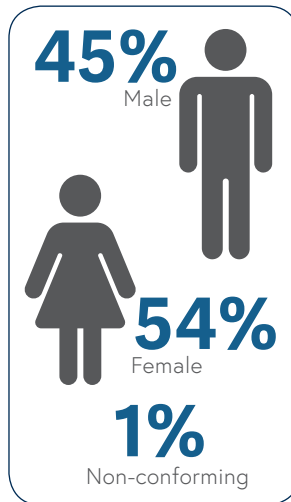
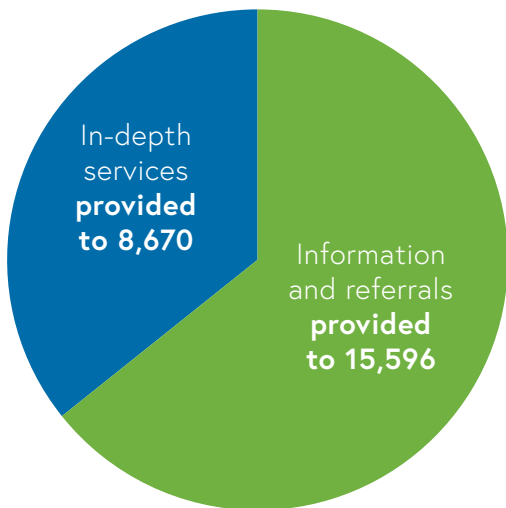






Our mission is to **strengthen and advocate for families and individuals of all ages and diversities**, helping to create and preserve a healthy community.

Last year, we helped over **24,000 families and individuals**.



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## Dear Supporters,

During the past year, Family Service Agency, also known as Santa Maria Youth & Family Center in North County, provided vital basic needs and mental health support to more than 24,000 Santa Barbara County residents. We provided in-depth services to 8,670 of these residents, while 15,596 received information and referrals.

**We are Effective.** FSA services encourage individual and family stability and self-sufficiency. The tremendous outcomes of our trauma-informed and evidence-based interventions are shown throughout this report.

**We are Collaborative.** Because we actively collaborate, community residents who need assistance benefit from a full continuum of resources provided by FSA and partners. You will find some of these partnerships highlighted in the information that follows.

**We are Responsive.** We anticipate and respond to the critical and evolving needs of the diverse communities in Santa Barbara County. New initiatives such as Youth Mental Health First Aid and Holistic Defense are examples of our commitment to addressing current societal challenges.

**We are Accountable.** We are deeply grateful for the community support that allows us to continue to promote hope, strength, and stability for our neighbors in need. As stewards of your dollars, we employ sound financial management and service evaluation to maximize program effectiveness and ensure your funds create the greatest possible impact.

Thank you for your support.

Sincerely,

Katya Armistead  
Co-President

Terri Zuniga  
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Lisa Brabo  
Executive Director

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# Programs for Children



## Julio Builds Resilience and Self-Esteem

Our School-Based Counselors work closely with staff at over 35 school campuses throughout the county. So, when second-grade student, Julio, exhibited peer relationship problems and lack of focus in the classroom, he was referred to the school counseling by his teacher.

His counselor discovered that Julio's parents had recently divorced, and he was experiencing intense nightmares that were disrupting his sleep and affecting his mood. Julio was having difficulty making friends because of inappropriate pushing and name-calling.

Through weekly therapy sessions that incorporated art, role-play, and play therapy, Julio opened up about his fears. Julio and his counselor practiced assertive communication skills—ways for Julio to express his feelings in a calm, yet confident way. Soon, Julio began using these skills with his family and friends.

After four months of therapy, Julio's nightmares stopped, and his self-esteem improved. He is more resilient and capable of handling life's challenges. He has built healthy friendships and participates more confidently in the classroom.

## School-Based Counseling

689 youth received mental health counseling

### Outcomes



86% of students achieved emotional/social/behavioral goals

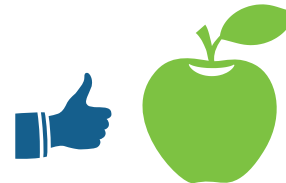


98% of parents were satisfied with the support their children received

100% of intensive In-School clients remained in the regular school setting

## School Outreach Mentors (Santa Maria)

1,444 youth received short-term school-based support



### Outcome

77% improved their behavior

Partnering with



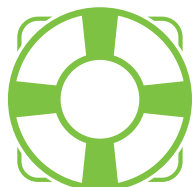
Santa Barbara SCHOOL DISTRICTS  
Excellence for All



HOPE ELEMENTARY SCHOOL DISTRICT



# Youth Mental Health First Aid



690 people trained since January 2019

## Being The Difference for Our Youth



**Big Brothers  
Big Sisters**  
OF SANTA BARBARA  
COUNTY

198 youth served by 192 volunteer mentors



### Outcomes

77% achieved academic improvement

78% avoided delinquency

95% improved their self-confidence

Family Service Agency partners with Mental Wellness Center and Youthwell to provide Youth Mental Health First Aid classes.

Close to 700 parents, educators, health professionals, and community members have joined the movement to "Be The Difference" for youth in Santa Barbara County. By completing an eight-hour class in Youth Mental Health First Aid, they learned to recognize signs of mental distress, gained strategies for listening and communicating, and identified ways to provide help to struggling youth.

### Here are some comments from the participants:

- A parent who took the class in February shared her appreciation for the new positive relationship she has with her kids. **"I no longer barge into their rooms, take away their phones, or try to fix everything."**
- A school principal commented that **what he had learned in class that morning helped with a student in crisis that same afternoon.**
- A weary mother and father left the class early to take the information home and immediately get help for their child. **They later contacted the instructor to share that the class made all the difference for them.**

## Substance Abuse Treatment

(Santa Maria)



93 youth aged 12 to 24 were provided with treatment

# Programs for Families



## Mother and Son Reconnect



To avoid the violent fights between his parents, Alberto spent most of his time out of the house. He visited friends, often staying on the streets until late at night. Alberto had his first encounter with the police at age 14. By the time he was 15, he was placed on probation for stealing. Thinking that Alberto would benefit from improved relationships at home, his probation officer referred him and his family to FSA's Strengthening Family Program.

On the first day of class, Alberto was quiet and sat as far as possible from his mother, Rosa. He was angry with her. He blamed her for his parent's separation.

As the weeks passed, Alberto opened up more and sat closer to her. On week eight, Alberto won a Starbucks gift card raffled during class. He invited his mother to go to Starbucks, where they talked for more than two hours.

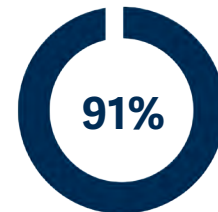
The class gave Rosa and Alberto the opportunity to spend time together without screaming or blaming. Now, they have dinner together as a family at least twice a week. Rosa offers more praise, and Alberto has stayed out of trouble.

## Family Support Services

FSA-SMVYFC provided 1,211 families with in-depth services (Case management, education, referral follow-up)

## Outcomes

(After 6 months of service)



of families moved toward self-sufficiency



of families knew about community resources and how to access them



of Nurturing Parenting Class graduates tested as medium- to low-risk for corporal punishment

132 Parenting Class graduates



241 Healthy Relationship Class graduates



## Holistic Defense

58 clients served







## Helping Families Develop Positive Relationships

Ten-year-old Leticia's frequent tantrums often lasted for an hour and occurred multiple times a week. Concerned about her disrespectful and verbally aggressive behavior, her parents contacted the Outreach Mentor at their school, who referred them to FSA's in-home parent education program in Santa Maria.

Our parent educators met with Leticia's parents for several weeks, presenting pro-social skills. The parents learned age-appropriate behaviors for their daughter, the importance of praise and celebrations,

the benefits of setting household rules and routines, and the importance of being consistent with rules and consequences.

A breakthrough occurred when the parents realized they were yelling a lot and saying things they did not mean out of anger. Leticia's parents learned the importance of family play and began implementing it daily. As a result, Leticia learned to express her needs in a positive way, and her tantrums stopped.

Leticia has learned to respect the household rules, and the family is enjoying a more peaceful home environment.

Leticia's parents are grateful for FSA's assistance in helping them develop more positive interactions with their daughter.

## Youth & Family Behavioral Health

358 people provided with 2,509 hours of mental health counseling

### Outcomes (by the end of treatment)

**75%**  
reduced  
problematic affect  
and/or behavior



**67%**  
achieved at least  
one treatment  
goal



# Programs for Seniors



## Working Through the Stress of Caregiving

When her father, Lewis, was diagnosed with Lewy body disease, Shirley felt overwhelmed. Lewis had recently moved in with Shirley and her husband, and the couple realized they were facing new challenges on how to deal with Lewis and his symptoms.

Shirley was sad, frustrated, and at times, angry and scared. She loved her father yet felt ill-equipped to care for him. Believing it was her duty to care for her father, she felt guilty for having any negative thoughts.

Shirley began participating in our Caregiver Support Group and found comfort from the other members as well as a place to share her fears and concerns.

She also worked through her feelings of guilt and frustration through individual counseling. Shirley was able to recognize and discuss how her father's presence put additional strain on her marriage.

Because of the support she found in the group and individual counseling, Shirley says she feels better equipped to manage her father's care. She learned to care for herself, too.

## Senior & Caregiver Mental Health

167 seniors and caregivers were provided with 3,179 hours of counseling.

### Outcomes (by the end of treatment)

**98%**  
made progress on treatment goals (such as self-care, finding resources, etc.)



**96%**  
increased access to community resources



**96%**  
demonstrated increased adjustment to life's circumstances



## Case Management for Victims of Elder Abuse

Case management provided for 34 seniors







## Long-Term Care Ombudsman

1,952 visits to assisted living and long-term care facilities

1,576 residents were assisted with:

- Quality of Care Issues
- Advance Health Care Directives
- Resident Rights Education
- Referrals to Partner Organizations

## Outcomes



**75%**

of issues were satisfactorily resolved

## A Family Comes Together For Their Mother's Care

Iris was living in a long-term care facility when the symptoms of her dementia progressed. Her family members disagreed about the level of care she required, and a feud erupted about what to do next.

The family contacted FSA's Long-Term Care Ombudsman program for help. Our Ombudsman collaborated with the staff at the facility to discuss Iris' changing condition. Together, we met with the family members to hear their concerns and explore the safest alternatives for Iris.

Eventually, the entire family began to accept the changing progression of Iris' condition. By guiding the family in its decision to move Iris from assisted living to skilled nursing within the same facility, Iris is now receiving the care she needs, and the family members are once again at peace with one another.



# Events



5<sup>TH</sup> ANNUAL  
**cooking  
up  
dreams**  
APRIL 12, 2019

## Cooking Up Dreams, April 12, 2019

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## PCPA 2018 July 29, 2018

*Honoring Santa Maria Valley Youth & Family  
Center founder Will Rogers.*

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Santa Maria Valley Physical Therapy Group  
SEIU Local 620





## Senior Expo October 3, 2018

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Hospice of Santa Barbara  
Mariposa at Ellwood Shores  
The Oak Cottage of Santa Barbara Memory Care  
Santa Barbara County Adult & Aging Network  
Senior Programs of Santa Barbara  
Union Bank



Dos Pueblos student,  
Jacob S. Grossi

## Lompoc Photo Contest, October 22, 2018

### YOUTH:

1<sup>st</sup> place winner - Ian Grose, "Golden Hour"  
2<sup>nd</sup> place winner - Jacob S. Grossi, "Father's Day"  
3<sup>rd</sup> place winner - Wil Sillers, "Soarin' over California"

### PROFESSIONAL:

1<sup>st</sup> place winner - Michael Collins, "Lompoc's Danny Duffy at Dodger Stadium"  
2<sup>nd</sup> place winner - Michael Collins, "Double Lightning"  
3<sup>rd</sup> place winner - Dan Quinajon, "FAITH"

### FSA EMPLOYEES & FAMILIES:

1<sup>st</sup> place winner - Mackenzie Taylor, "The Big Catch"  
2<sup>nd</sup> place winner - Denise Hinkle, "Sunset at Hendry's"  
3<sup>rd</sup> place winner - Bianca Ruvalcaba, "Soaring through Jalama"

# Honoring Our Supporters

## Neighborhood House Society

Members of FSA's Neighborhood House Society help ensure brighter futures for generations of children, families, and seniors in our community. We invite you to join with them and help endow our vital programs for a second century of service in Santa Barbara County by remembering FSA in your wills and estate plans.

### Our heartfelt gratitude to those who honor FSA in their estate plans:

Anonymous  
Mr. & Mrs. Jack Barnard\*  
Terry\* & Patty Bliss\*  
Ada Marie Bowers\*  
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*If you have included FSA in your estate plan and are not on this list, please contact us at 805.965.1001 x 267.*

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Juice Ranch  
Jump On the School Bus  
Karin Shelton  
Kathleen Remy  
Katya Armistead & Tim Pritchard  
Kelly Santiago-Bull  
Kidspace Children's Museum  
La Calenda  
Larisa Villarreal  
Las Cumbres Observatory  
Les Marchands  
Lezlie's Serenity Day Spa  
Lighthouse Coffee  
Liz & Andrew Butcher  
Lobero Theatre Foundation  
Louie's California Bistro  
Lunchbox  
Lure Fish House  
Lynne Alexander  
M. Special Brewing Company  
Malibu Wine Safaris  
Marge Mosley  
Margerum Wine Company  
Marianne & Kevin McCarthy  
Mario Barfield  
Marisol Alarcon  
Mark and Emily Rogers  
Mark Muller  
Mary Heebner and Macduff Everton  
Mesa Burger  
Michael and Marni Cooney  
Molly Carrillo-Walker  
Montecito Fire Department  
Montecito Village Grocery  
Mountain Air Sports

MOXI, The Wolf Museum of Exploration & Innovation  
Mr. and Mrs. Robert Manning  
Olio e Limone Ristorante, Olio Pizzeria & Olio Crudo Bar  
Pane e Vino  
Pat Brady  
Patco Jewelers  
Patrick McHugh & Robin Sonner  
Patty Fuller  
Paul A. Perez  
Paula and Karl McClain  
Peaches Skin Care  
Pier 39  
Plum Goods  
Powell Peralta Skate Shop  
Pura Luna Women's Apothecary  
Recipes Organic Bakery  
Riviera Towel Company  
Robert Janeway  
Roberto Vargas Enterprises  
Robin and Reid Cederlof  
Rod Durham  
Sally Warner-Arnett and Dr. G. William Arnett  
San Francisco Museum of Modern Art  
Sandra Underwood  
Santa Barbara Audubon Society  
Santa Barbara Cider Company  
Santa Barbara County Bar Association  
Santa Barbara Maritime Museum  
Santa Barbara Museum of Natural History  
Santa Barbara Rock Gym  
Santa Barbara Soups  
Santa Barbara Symphony  
Santa Barbara Winery  
Santa Barbara Zoo  
Scott and Becky Ontjes  
Six Flags Magic Mountain  
Skin Deep  
Soho Restaurant & Music Club  
Sound Healing  
Stationery Collection  
Talley Vineyards  
Tecolote Book Shop  
Terra Nichols  
Terri Zuniga  
The Honor Bar  
The Natural Cafe  
Treat  
Tri-County Produce  
UGG/Deckers Brands  
Upham Hotel  
Via Maestra 42  
Vincent Vineyards & Winery  
Vons of Montecito  
World Dance for Humanity  
Zodo's Bowling & Beyond  
Zoe Carter Massage

## IN-KIND DONORS

Abliitt's Fine Cleaners  
Alaska Airlines  
Alice's Nail Boutique  
Aquarium of the Pacific  
Avila Bay Athletic Club & Spa  
Babcock Winery & Vineyard  
Barbara Butler Artist-BUILDER Inc.  
Bell's  
Bettina Pizzeria  
Blair Fox Cellars  
Boathouse at Hendry's Beach  
Boomers! Santa Maria  
Brander Vineyard  
Brass Bear Brewing & Bistro  
Bruce & Jane Defnet  
CAMA  
Chaucer's Bookstore  
Chicken Little  
Circle Bar B Guest Ranch  
Clementine's Steak House  
Club Pilates Five Points  
Coast to Coast Collection  
Coast Village Chevron Wine Grotto  
Craig & Tricia Price

# Ways to Give

**Donate in honor of a friend or loved one.**

**Provide continuous support through monthly giving.**

**Check with your employer to see if your company has a matching gift program.**

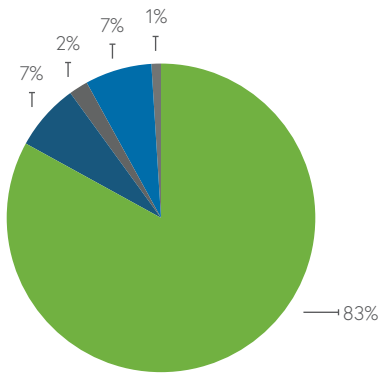
**Volunteer to be a Big Brother or Sister, Long-Term Care Ombudsman, or provide program or event support.**

**Join the Neighborhood House Society by including FSA in your planned giving.**

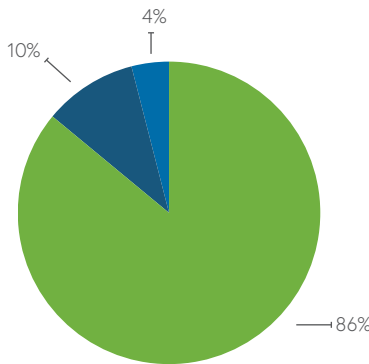
[fsacares.org/support](https://fsacares.org/support)



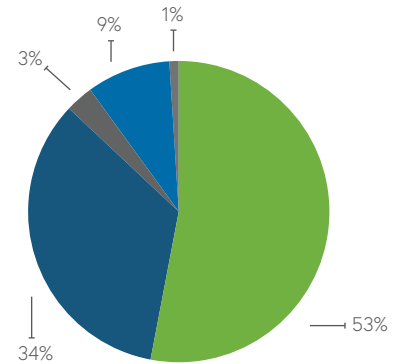
# Financials



Total Revenue: \$11,349,887 100%		
Public Funding	\$ 9,434,419	83%
Investments & In-Kind	\$ 805,147	7%
Foundations	\$ 768,011	7%
Individuals & Businesses	\$ 228,211	2%
Events (net)	\$ 114,099	1%



Expenses: \$11,301,775 100%		
Program Services	\$ 9,735,454	86%
Administrative	\$ 1,087,276	10%
Fundraising	\$ 479,045	4%



Program Expenses: \$9,735,454 100%		
Youth & Family	\$ 5,114,085	53%
Family Support Services	\$ 3,293,693	34%
Senior Services	\$ 862,139	9%
Big Brothers Big Sisters	\$ 305,695	3%
Holistic Defense	\$ 159,842	1%

All figures are pending a final audit.

# Partnering with:



# Save the Dates

**Cooking Up Dreams**  
April 17, 2020

**PCPA Theatre Performance  
& Fundraiser**  
July 2020

**Senior Expo of Santa Barbara**  
October 7, 2020

## We're here where we are needed

In addition to these office locations, we provide services at school campuses and people's residences.

### **SANTA BARBARA**

123 West Gutierrez Street  
Santa Barbara, CA 93101  
805.965.1001

### **SANTA MARIA VALLEY YOUTH & FAMILY CENTER**

105 North Lincoln Street  
Santa Maria, CA 93458  
805.928.1707

### **DOROTHY JACKSON FAMILY RESOURCE CENTER**

646 North H Street  
Lompoc CA 93436  
805.743.4146

### **LOMPOC**

101 South B Street  
Lompoc, CA 93436  
805.735.4376

### **GUADALUPE**

Little House By The Park  
4681 11th Street  
Guadalupe, CA 93434  
805.343.1194

### **CARPINTERIA**

5201 8th Street, Suite 202A  
Carpinteria, CA 93013  
805.965.1001

Guadalupe

Santa Maria

Lompoc

Santa Barbara

Carpinteria

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