

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

2019-2020
**Annual Impact
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.

fsacares.org

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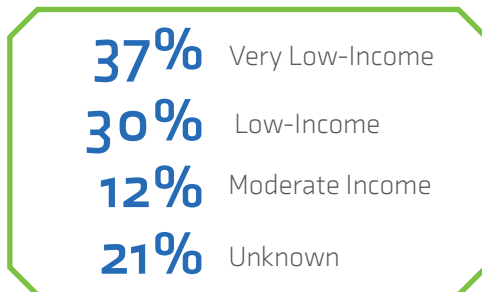
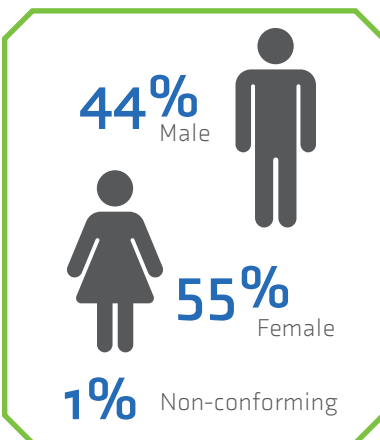
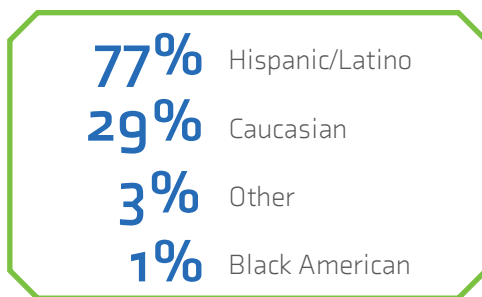
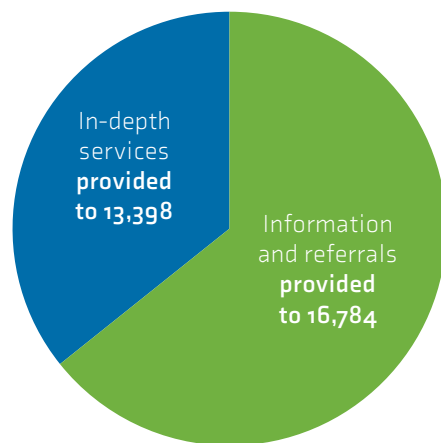
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Ghita Ginberg
Shirley Ann Hurley

Executive Director

Lisa Brabo

Last year, we
helped over
**30,000 families
and individuals.**





Terri Zuniga



Robin Doell Sawaske



Lisa Brabo

Dear Supporters,

This past year, Family Service Agency, also operating as Santa Maria Valley Youth and Family Center and Guadalupe’s Little House By The Park, worked with thousands of families who were struggling—many for the first time—with a decrease in income, difficulty navigating childcare and distance learning, and an increase in mental health challenges. Seniors and their caregivers have also experienced a lack of support while isolated at home.

As an organization with highly skilled staff embedded in communities across the county, FSA has stepped up to address these impacts of COVID-19.

We are providing:

- Concrete support through case management; food distribution; access to community resources; and help with applications for health insurance, unemployment, utility assistance, and CalFresh (see pages 4-6)
- Coaching for parents needing a little additional help during this very stressful time (see page 7);
- Support for emotional needs through mental health counseling for families, older adults, family caregivers, as well as students (see pages 8-9)
- Facilitation of communication between families and their loved ones in long-term care facilities (see page 11)

We also expanded partnerships and added new collaborations:

- Initiated a countywide collaborative of ten organizations to assist isolated older adults and their caregivers (see page 6)
- Expanded our partnership with the Food Bank of Santa Barbara County to provide additional emergency food distribution for families and delivery of food to seniors (see page 6)
- Partnered with United Way and the COVID-19 Joint Response Effort to meet with community members to process their applications for cash assistance as well as to assist with their additional needs (see page 5)
- Partnered with the Public Health Department to provide Contact Tracing
- Worked with the Santa Maria Bonita School District to distribute care packs filled with hygiene supplies to 6,000 low-income families in Santa Maria

Highlighted in this report are the outcomes of our work during the past year. While the challenges in 2019-20 were many, we are deeply grateful for your support. Thank you for your commitment to promoting hope, strength, and stability for individuals and families in our county.

Terri Zuniga
Co-President

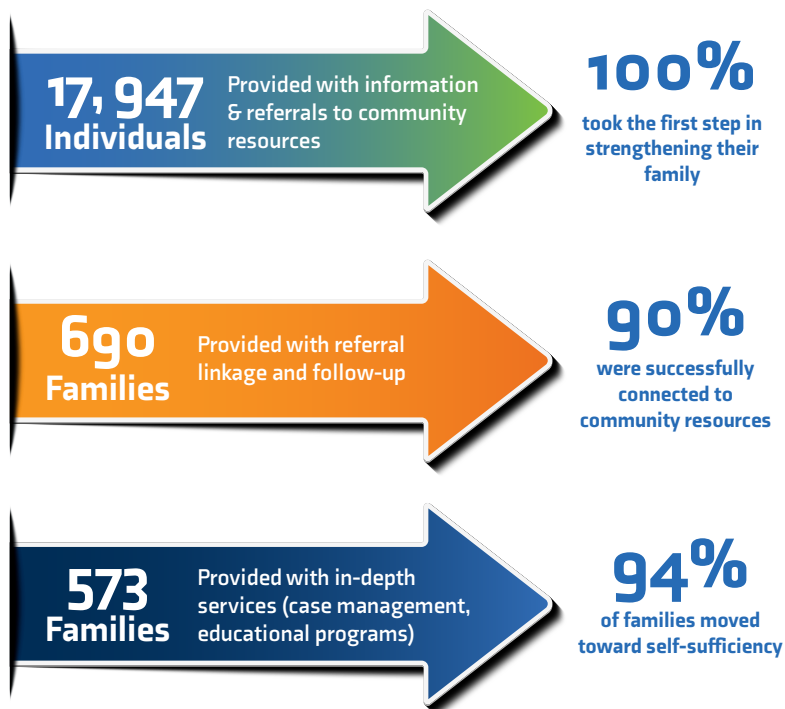
Robin Doell Sawaske
Co-President

Lisa Brabo
Executive Director



Family Support Services

(Outcomes)



Fostering Resiliency with Basic Needs Assistance

Helping to Strengthen and Stabilize Families

Daisy began working with our Family Advocate because she was having significant challenges at home with her children. Her younger daughter was experiencing speech issues, and two of her children were involved in the criminal justice system. The family needed help with basic needs, and help navigating the juvenile justice system.

Our Family Advocate helped the single mother apply for housing programs, access food resources and legal support. Because Daisy's daughter was experiencing speech delays, our Family Advocate helped Daisy enroll her daughter in a Pre-Kindergarten program and supported her through the individualized education process so that her daughter could access speech therapy services.

The family participated in our Strengthening Families parenting program, which strengthened Daisy's ability to parent her children more confidently and more positively. Although the family still experiences challenges, Daisy is better able to navigate resources independently and is more self-sufficient. With the help of community resources, Daisy has also increased her economic stability and feels that she is better able to provide for her family's needs.



COVID-19 Joint Response Effort

1,549 Applications Processed

\$1,145,676
in direct financial assistance
(as of June 30, 2020)

Financial Relief for Families Dealing with Impacts of COVID-19

Family Service Agency staff worked with United Way and the Joint COVID-19 Response Effort, conducting interviews with all applicants and providing case management services. We spoke to many families struggling with financial, medical, and housing challenges. Robert, a father whose hours were drastically reduced is just one example.

With the stay-at-home order, Robert went from working fulltime at a hotel to working only four to eight hours per week. When he applied for assistance from the COVID-19 Joint Response Effort, his

paycheck totaled \$30, and he had not yet received any unemployment benefits.

Keeping food on his family's table became his priority. In addition rent and bills, Robert's family also incurred the unexpected expense of purchasing a printer and upgrading to high speed internet so that his wife could continue to work from home and their kids could access their school lessons.

"We truly didn't know what we were going to do to be able to pay rent and keep food on our table. These have really been the toughest weeks of our lives," said Robert. "The financial assistance has been a true blessing."



Senior Outreach & Assistance

896 Older Adults & Caregivers Served

ADDITIONAL SUPPORT SERVICES

FOOD DISTRIBUTION



28,687 Recipients of food or supplies via distribution and delivery



47 Clients Served with Case Management



38 Clients Served with Case Management

Coming Together to Support Isolated Seniors

In Santa Barbara County, most older adults are connected to family, friends, or agencies that link them to information, resources, and support. But there is a meaningful population that has no such connections. These seniors are especially vulnerable during the pandemic, resulting in food insecurity and lack of necessary supplies such as medications. To find and reach these isolated seniors, FSA led a consortium of 10 nonprofit agencies across the county to fill this gap. Private funders stepped in to financially support these additional services. Marge is one of the older adults who was assisted through this program.

Marge, who lives alone with her dog, has complex physical and mental health needs. This places her in a vulnerable position, particularly after losing family members this past year. Because Marge lacks income, she did not have internet or tech devices to stay informed during COVID.

As soon as we realized she was isolated, our social worker began leaving necessary items like toilet paper, masks, and groceries at Marge's door, adding personalized notes. On the week of her birthday, the social worker dropped off a bouquet of flowers, hoping to reduce her feelings of isolation and hopelessness. On these drop offs, the social worker often waved hello from a distance.

Eventually, the social worker connected Marge with resources for her dog, low-cost internet service, and a desktop computer so she could follow up with supportive services and medical appointments. Over the course of the pandemic, her resilience and resourcefulness have grown and she is very grateful for the assistance.

The Senior Outreach & Assistance Consortium includes: Carpinteria Children's Project, Center for Successful Aging, Central Coast Commission for Senior Citizens, CommUnify, Community Partners in Caring, Cuyama Valley Family Resource Center, Family Service Agency, Little House By The Park, Lompoc Valley Community Healthcare Organization, Lompoc Valley Medical Center, and Santa Ynez Valley People Helping People.



Cultivating Healthy Families through Parent Support

Parenting & Healthy Relationship Education

(Outcomes)



65%
of Nurturing Parenting graduates reduced their risk of using corporal punishment



97%
of graduates improved their conflict resolution skills

Parent Coaching Helps Families Overcome COVID Challenges

When the pandemic hit, FSA knew that families would be facing unique challenges during the stay-at-home order. Within a couple of weeks, we opened a parent coaching warm-line staffed by six bilingual parent educators.

Yolanda, one mother who called in, needed help with her 13-year-old daughter, Jenni, who had stopped signing onto online school sessions and was sleeping throughout the day. Our Parent Educator tasked Yolanda with establishing a plan for increasing one-on-one time with her daughter. Mother and daughter started talking about their stresses and what they can do together to improve their situation. They also set up a daily schedule to keep track of Jenni's schoolwork and a list of goals and incentives.

Adding structure and strengthening their relationship did the trick! Jenni resumed her online schoolwork, and their bond has deepened. Together they are better able to cope and navigate this time of adversity.

Parenting Coaching Phone Line



Building Vibrant Communities with Leadership Development

Guadalupe Community Changers



- Encouraging parent involvement in education
- Developing leadership opportunities
- Supporting community projects



The Guadalupe Community Changers helped coordinate a 2020 Census Caravan & Clinic to promote civic engagement and reduce fears that suppress immigrant participation— one of their many projects this past year.

Changing Lives with Mental Health Counseling for All Ages



Demonstrating Resiliency in Response to Adversity

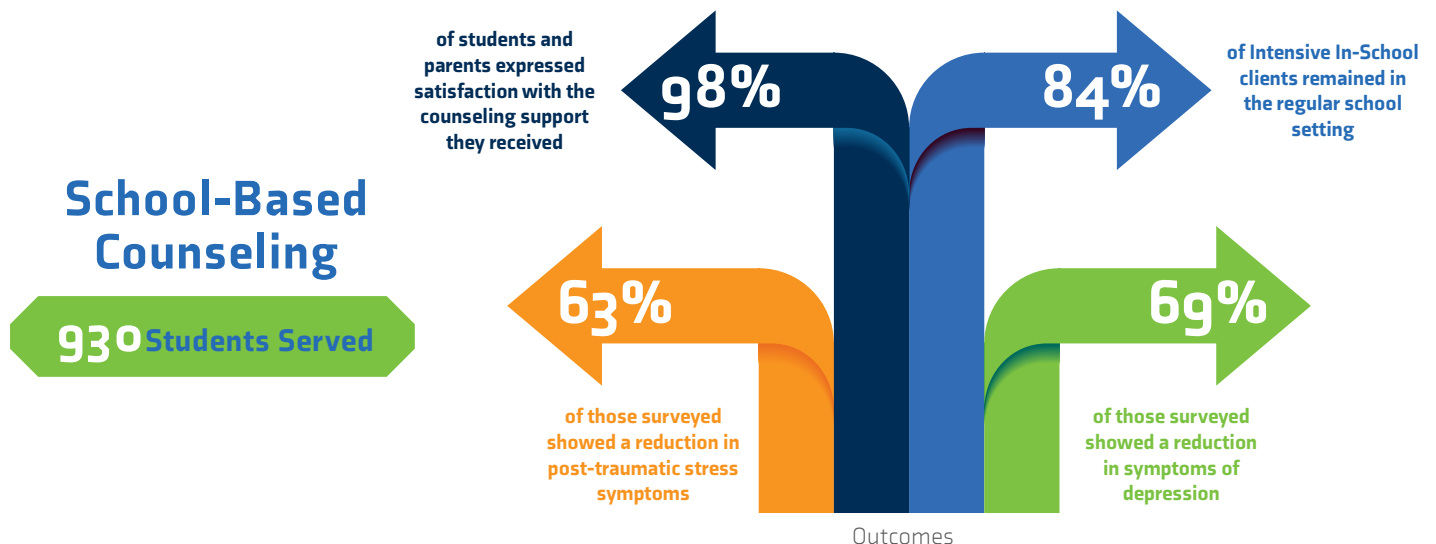
As a youngster, Alex, had experienced multiple adverse childhood experiences (ACEs), including the loss of both of his biological parents and exposure to violence and illegal drug use. He found it difficult to control his emotions and often got into fights with peers. He could not focus in school and was failing his classes. Eventually, his pattern of physical aggression led to his expulsion from school.

Despite the ninth-grader's traumatic past, he was motivated to make positive changes in his life, and he agreed to participate in school-based counseling. During therapy, Alex learned how trauma affects

the brain and human development. He began to understand how his overwhelming childhood experiences impacted his ability to regulate his emotions.

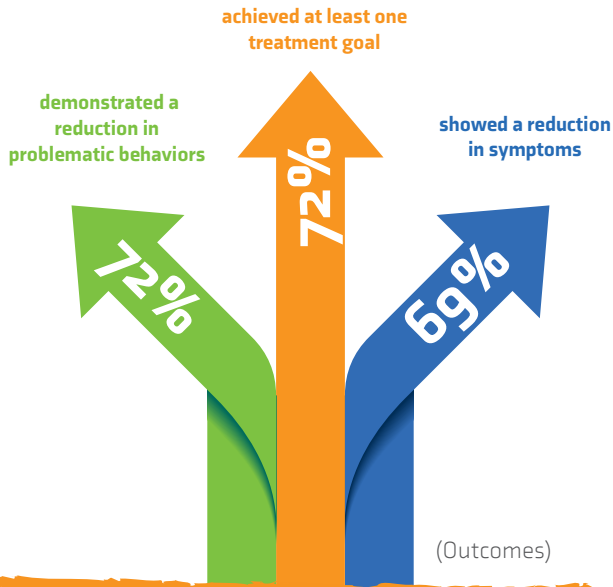
Through counseling, Alex learned coping and self-soothing skills to help him respond to trauma triggers in a healthy way.

By the end of his therapy, Alex was optimistic about his future. He earned the best grades of his academic career and expressed a genuine interest in attending college after high school. On top of that, Alex did not engage in any physical altercations during the school year despite experiencing multiple triggers.



Youth and Family Behavioral Health

468 Individuals Served
6,477 Hours of Service



**YOUTH
MENTAL
HEALTH
FIRST AID®**

Youth Mental Health First Aid

408 Participants

Family Service Agency partners with the Mental Wellness Center and the YouthWell Coalition to provide classes for adults on how to recognize warning signs and help youth experiencing a mental health or substance use challenge or crisis.

Senior and Caregiver Support

161 Individuals Served
3,588 Hours of Service

(Outcomes after counseling)

87%
made progress on
at least two
treatment goals

94%
experienced increased
access to community
resources

82%
demonstrated
increased adjustment
to life's circumstances



"Thank you for caring. I appreciate your help very much. Caring for my 96-year-old mother would have been much more difficult without your help. You are a blessing in my world."

-Caregiver Support Client

Impacting Youth Through Advocacy and Mentorship



Outreach Mentors



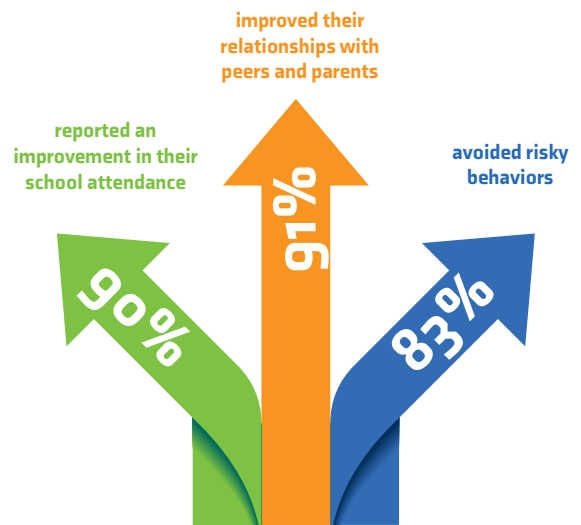
Calming Fears During a Time of Crisis

Cynthia, a mother of three Santa Maria Bonita School District students, called us asking for help. She and her husband had been diagnosed with COVID-19, and her husband had been hospitalized. She was self isolating in a separate room of the house so that her three children would not be at risk.

Family members were coming by several times a day to check on the children and drop off food, but Cynthia needed someone to offer emotional support to her children and help them through this difficult time.

Our Outreach Mentors from the elementary and junior high schools provided telephone support to these children throughout the school closure. Through daily phone calls, our mentors listened to the children and calmed their fears until their mother was symptom free and their father returned home from the hospital.

Staying connected with students during the school closure required creativity and quick learning on the part of our staff, and helped this family get through a very hard time.



(Outcomes after a year of being in the program)

Effective July 2020, FSA's Big Brothers Big Sisters mentoring program has closed. Mentoring matches in South County have joined the School Based Mentoring Program at CADA.

We are grateful for the opportunity to have served the children of Santa Barbara County and for the support of staff, parents and other caregivers, volunteer mentors, and members of the advisory council who served the program over the years.



Lending A Voice to Our Most Vulnerable

Long-Term Care Ombudsman



3,122 Residents Assisted

75%
of issues were
satisfactorily
resolved

- Quality of care issues
- Advance health care directives
- Resident's rights education
- Referrals to partner organizations

Acting Fast to Prevent an Eviction

During a routine visit to an assisted living facility, a resident named Carl mentioned to our Ombudsman Representative that he was concerned about being evicted for non-payment. He had run out of money a couple of months ago and the administrator of the facility told him that if he couldn't get up to date with his payments, he would be given an eviction notice.

Our Ombudsman learned that Carl was in the early stages of dementia and didn't have any family members or friends who could help him, but Carl did mention being a member of the Masonic Lodge. With Carl's approval, the Ombudsman representative contacted the Masonic Lodge and scheduled an

assessment which confirmed that Carl was a Lodge Master (a high rank in the organization) and that he qualified for the benefits. Because of the quick action on the part of the Ombudsman, Carl was protected from an eviction. The Masonic Lodge is paying for his care for the remainder of his life.

**Note: This event took place prior to the pandemic. Since mid-March, LTCO representatives have been unable to conduct in-person visits to long-term care facilities. Our LTCO program has adapted during COVID-19 by using phone and video-chat to help residents stay connected with family members and provide assistance to facility administrators.*

Events



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August 4, 2019

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October 2, 2019

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Assisted Living SB





2019 Photo Contest Sponsors

October 28, 2019

SANTA MARIA SUN

UNION BANK

Congratulations to the Winners

Youth Category

- 1st ~ Wil Sillers of Santa Barbara
- 2nd ~ Erika Figueroa of Santa Barbara
- 3rd ~ Angel Contreras of Santa Barbara
- 4th ~ Emily Parker of Santa Maria

Adult Category

- 1st ~ Rhonda Martinez of Santa Maria
- 2nd ~ Christian Puga Teran of Santa Barbara
- 3rd ~ Michael Collins of Lompoc

FSA Employees & Families

- 1st ~ Nellie Diaz
- 2nd ~ Edsel Velasco
- 3rd ~ Emily Reynosa



Our 2020 event had to be canceled due to COVID-19. Sponsors provided their support none-the-less. Thank you!

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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.

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\$50,000 and up

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Ross & Suzanne Duca
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Ways to Give

Donate in honor of a friend or loved one.

Provide continuous support through monthly giving.

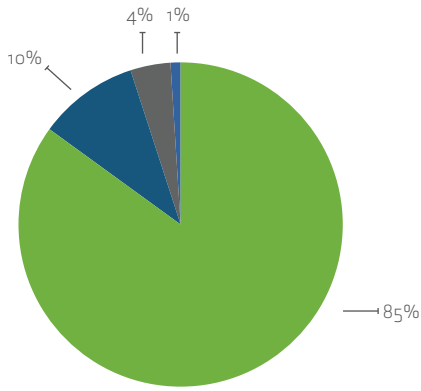
Check with your employer to see if your company has a matching gift program.

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

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

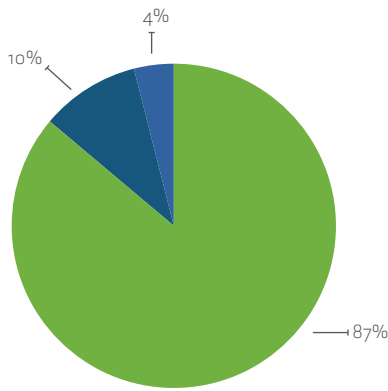
fsacares.org/support

FISCAL YEAR 2019-2020 INCOME & EXPENSE



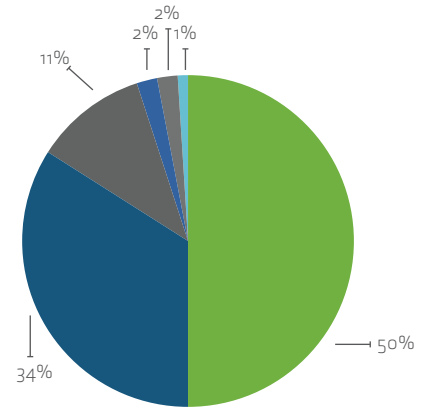
Total Revenue: \$12,671,317 100%

Public Funding	\$ 10,728,610	85%
Foundations	\$ 1,253,970	10%
Individuals & Businesses	\$ 543,660	4%
Events (net)	\$ 109,350	1%
Investments & In-Kind	\$ 35,727	-3%



Expenses: \$ 12,430,178 100%

Program Services	\$ 10,792,198	87%
Administrative	\$ 1,184,822	10%
Fundraising	\$ 453,158	4%

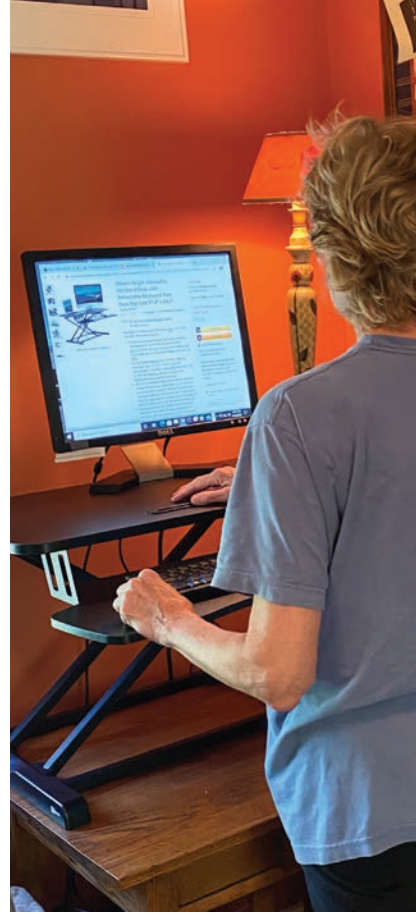


Program Expenses: \$ 10,792,197 100%

Mental Health	\$ 5,372,115	50%
Family Support Services	\$ 3,670,060	34%
Senior Services	\$ 1,174,750	11%
Big Brothers Big Sisters	\$ 225,786	2%
Holistic Defense	\$ 193,073	2%
Other Programs	\$ 156,413	1%

PARTNERING WITH







Behind the Scenes

To keep vital services operating during this time of crisis, our staff quickly pivoted to working from home, meeting clients online or via telephone, and working from the office under strict social distancing guidelines. We put these protocols into place to keep employees and clients as safe as possible. Like you, we're adjusting to the circumstances and looking forward to a time when we can be together again! **Until then, stay safe and strong.**



We're here where we are needed

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

fsacares.org



Watercolors by Fred Sweeney



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

SANTA MARIA FAMILY RESOURCE CENTER

648 East Enos Dr.
Santa Maria, Ca 93454
805.928.4150

LOMPOC

101 South B Street
Lompoc, CA 93436
805.735.4376

DOROTHY JACKSON FAMILY RESOURCE CENTER

646 North H Street
Lompoc CA 93436
805.743.4146

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