



Annual Impact Report

2021-
2022



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Countywide Locations

fsacares.org

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 Drive
 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

LITTLE HOUSE BY THE PARK
 4681 11th Street
 Guadalupe, CA 93434
 (805) 343-1194

CARPINTERIA
 5201 Eighth Street,
 Suite 202A
 Carpinteria, CA 93013
 (805) 566-1620

Our Mission

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

**2021-2022
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Together, We Are Strengthening The Community

Dear Friends,

Like you, Family Service Agency is continually adjusting to our rapidly changing world. We are part of the communities we serve, which allows us to quickly identify and respond to current and emerging needs. We owe our longevity of 123 years to this ability to be in touch and responsive.

This past year, the lasting impacts of the pandemic, plus inflation, have continued to destabilize families and seniors. FSA's core services of basic needs assistance, parent coaching and education, and behavioral health counseling and support, are in high demand.

Family Service Agency, which includes the Santa Maria Valley Youth and Family Center and Guadalupe's Little House by the Park, helped more than 28,000 people in Santa Barbara County last year.

Together with you, we are helping community residents adjust and stabilize. Families access resources and learn new skills to change their lives for the better and improve outcomes for their children. Youth and adults participate in behavioral health counseling to work through trauma and decrease anxiety and depression. And seniors and their caregivers receive resources and mental health support to better manage life changes.

Strong partnerships with organizations across the county have allowed us all to leverage our respective strengths to better assist community members and help strengthen our county.

This report presents some of the outcomes of the assistance provided by FSA. These successes would not have been possible without the generous support of people like you.

We are proud to partner with you, and look forward to the year ahead!

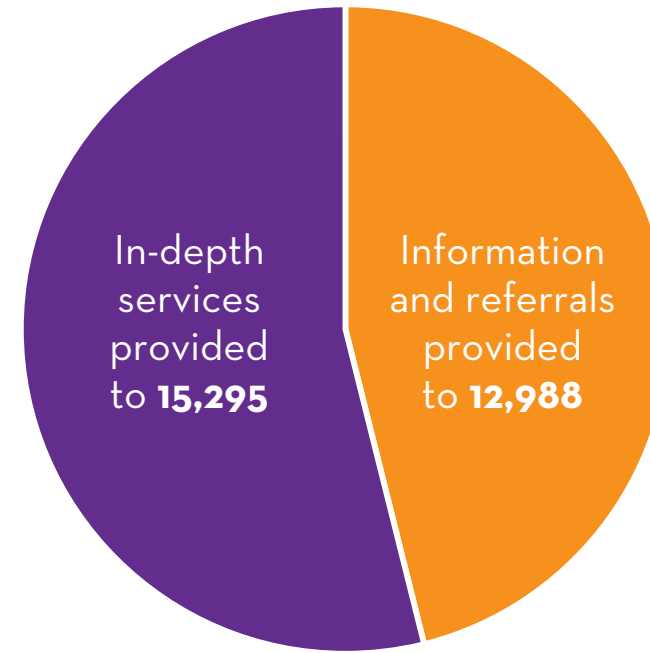
Our sincere gratitude,

Robin Doell Sawaske
Co-President

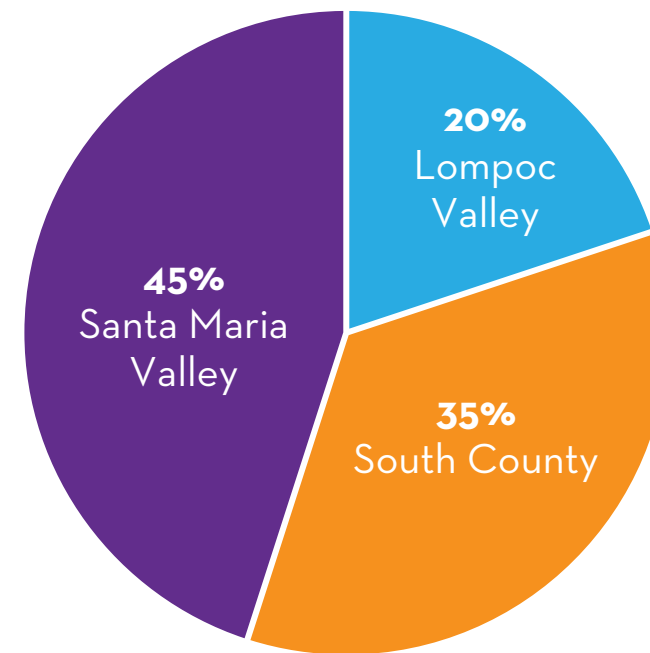
Terri Zuniga
Co-President

Lisa Brabo
Chief Executive Officer

Last year, we helped over
28,000
individuals through in-depth services,
information, and referrals.

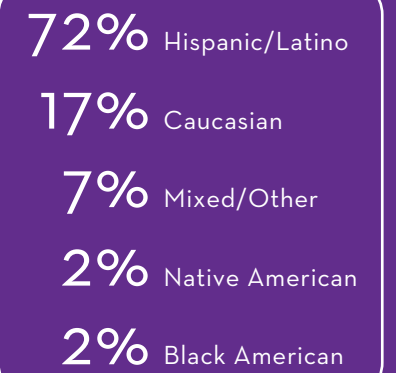


Regions Served



(Percentages based on all reported data.)

Ages
0 to 103

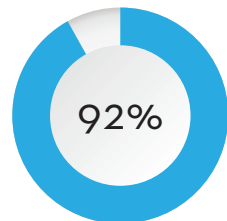


222 paid staff
11 interns
(60% are bilingual)

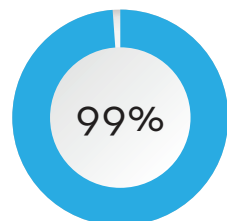
Cultivating Strong Families

Family Support Services

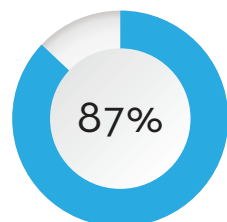
2,848 families received in-depth services
(Case management, education, referrals with follow-up)



successfully progressed toward stability by accessing additional community supports

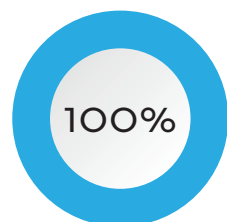


had health insurance for their children or had applied for it



could provide their children with sufficient amounts of nutritious foods *throughout* the day

12,988 families received information and referrals



took the first step in strengthening their family

A Mother Gains Stability, Reunites with Children

Martha is a single parent with four daughters. She came to FSA needing childcare for her two youngest children. Upon meeting with her, we realized she had a strong desire to find stability in her life. She had just been reunited with her children after Child Protective Services removed them due to neglect. She admitted she was struggling economically and was afraid of losing her children again.

Working with our Family Advocate, Martha identified small goals that would help her achieve a larger goal of financial and emotional stability. FSA obtained gift cards so Martha could buy clothing, food, and other necessities for her and her children. The family was referred to community organizations so they could obtain school supplies and scholarships for her girls to participate in community field trips.

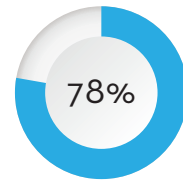
One of her daughters needed hearing aids, but Martha was finding it difficult to attend doctor's appointments with gas prices being so high. FSA was able to help eliminate that barrier by providing the family with gas gift cards.

Once the holidays approached, our Advocate helped find ways for Martha to share holiday traditions with her family. Martha and her daughters received a Thanksgiving dinner prepared by local volunteers as well as gifts for the holidays from Unity Shoppe. Martha shared that she would have never imagined being able to give her family a nice holiday like she did, thanks to the generosity of the community.

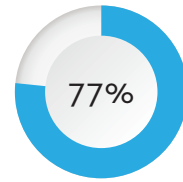
Martha now has full custody of her children, a job, and childcare. She is very thankful to Family Service Agency for all the support she received. She plans to give back by becoming a "parent champion" for our Family Support Services program by helping other parents find their path to stability.



Parent Education



of couples reported being very satisfied with their relationship upon completing the Connected Couples, Connected Families program



of fathers reported the Dedicated Dads program was very helpful with their parenting

Parenting Classes



202 graduates



136 graduates



100 graduates

Strengthening Families Through Parenting and Relationship Education

Roberta signed up for our Nurturing Skills for Families class because she wanted to improve her relationship with her children. She had difficulty disciplining her children without yelling and screaming, and their relationship was strained.

In the very first workshop, Roberta shared that her father was an alcoholic, and her mother was physically and emotional abusive towards her. Her parents did not teach her to express her feelings. Consequently, she did not kiss or hug her children.

"I thought that feelings were not important," said Roberta. "In this class, I learned that I have to express my love and my feelings to my children. I also learned to allow my children to express their feelings. I use more patience and empathy with them now."



Roberta was also invited to attend our Connected Couples, Connected Families class. She and her husband of 20 years are eagerly learning new skills to help them improve their relationship. Through respectful communication, they are more unified in their parenting efforts. Roberta also noticed that her husband became more interested in how the kids were doing. He started to play with them after work and asking about school, which is something he never did before.

Since the couple's participation in our programs, they keep practicing the tools they learned in class. Roberta tells her children every day that she loves them. Both parents make an effort to spend time with their children.

Fostering Community Leaders



A Father Advocates for His Children and His Community

Eduardo initially came to the Little House by the Park for our monthly food distributions. Soon after, Eduardo asked for help in getting his kids enrolled in school. With support, he was able to enroll all three children in school and obtain health insurance for them as well as academic enrichment programs.

As we worked alongside Eduardo, we learned that he is very punctual and well-prepared— qualities that help him advocate for his children's needs. We also learned that he values community service.

Eduardo's family volunteered to help in our Community Clean-Up event organized by the Guadalupe Community Changers. Soon after, he became a member of the group, playing an important role in all projects as a Mixteco speaker. Eduardo continues to be an active parent and community member—recently sharing that he is proud of his family and looks forward to their continued growth.

Guadalupe Community Changers

A parent-led organization that supports the development of community projects, encourages other parents to be more engaged in their children's education, and offers leadership opportunities to increase civic participation.

Projects:

- Monthly Guadalupe Community Clean-ups
 - 1st Annual Dia de Los Muertos Event
 - Community Hike
 - Guadalupe Earth Day
 - Fair Housing Mobilization Project*: Tenants' Rights Workshops
 - 10th Annual Guadalupe Reading Festival
 - Food, Resilience, Equity, Sustainability, and Action (FRESA*) Coalition
 - Attendance at 13 City Council Meetings
- *on-going projects*



Nurturing Resilience

School-Based Counseling

731 youth received **8,801 hours** of mental health counseling

Outcomes

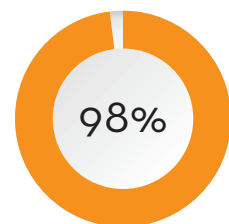
(results for those surveyed)



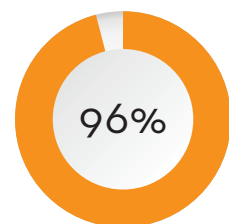
showed a reduction of post-traumatic stress symptoms



of Intensive In-School clients remained in the regular school setting



showed a reduction in symptoms of depression



of parents were satisfied with the support their children received

Learning to Challenge Negative Thoughts

Sandra had been doing well in school, but after sustaining a shoulder injury she wasn't able to play volleyball, and her grades began to drop. Her academic counselor referred Sandra to school-based therapy after noticing that she struggled with self-confidence and appeared unhappy most of the time.

At first, Sandra was hesitant about therapy. She worried that she would be judged if she shared her inner struggles. Respecting Sandra's concerns, the therapist invited her to "try out" therapy and change her mind about participating at any time.

After a few sessions, Sandra disclosed that she had suicidal thoughts. Sandra was open to safety planning with her therapist and understanding how to manage these thoughts. During therapy, Sandra learned to challenge her negative thinking and develop positive affirmations to improve her mood and optimism.

Toward the end of her therapy, Sandra invited her mother to attend a therapy session so she could share openly about her past traumas and describe what she had learned during therapy. Sandra began talking about going to college and looking for a part-time job. She hopes to graduate high school with good grades and be the first person in her extended family to attend a four-year university.

Migrant Education

55 students received **793 mentoring sessions**

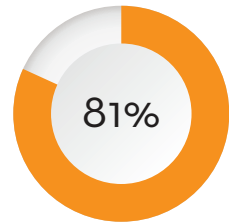
Partnering with



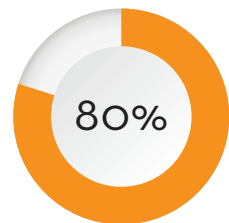
Youth & Family Behavioral Health

Outcomes

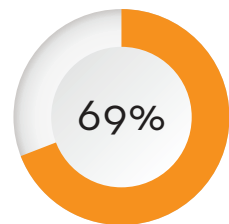
430 individuals provided with **6,624 hours** of mental health counseling
By the end of treatment:



reduced problematic affect and/or behavior



achieved at least one treatment goal



of clients surveyed, indicated a reduction in symptoms

Play Therapy Helps a Child Alter His Behavior

Six-year-old Jose came to FSA after being removed from his mother's care. Now living with his grandparents, Jose was extremely anxious and hyperactive.

"He was literally bouncing off the walls in his first few sessions," observed his therapist.

The therapist visited Jose's home. Instead of pulling out art supplies, he asked Jose what he wanted to do. Jose ran outside and returned with hands full of leaves. For the next seven weeks the leaves became cops, bad guys, heroes, and villains. Jose was using the leaves to work out what he was feeling inside.

As Jose's action figures expressed sadness, fear, hostility, and hope, the therapist taught him to name these feelings so he could identify them the next time they occurred. They used these play therapy sessions to find new ways for Jose to navigate social situations.

Over time, Jose's storylines became less violent and more hopeful. His hyperactivity transformed into purposeful actions and clear expressions of his feelings.

Jose's grandparents also noticed he was less hyperactive and needy at home. His behavior reports at school exceeded the goals that his teacher had set for him. Six months later, Jose successfully met his treatment goals and graduated from the Intensive In-Home Therapy program.

Being The Difference

Mental Health First Aid teaches adults and teens to recognize the signs of mental distress in a young person and identify ways to provide assistance.

Learn more at BeTheDifferenceSB.org.

474 adults trained in Youth Mental Health First Aid
203 teens trained in teen Mental Health First Aid

Taught in collaboration with:



Mental
Wellness
Center

YouthWell

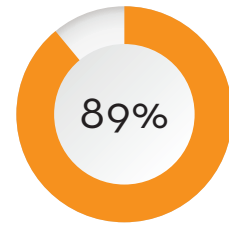


Advocating for Students and Families

School Outreach Mentors

(Santa Maria)

1,937 youth received over **8,000 hours** of short-term, school-based support



of students served met some or all of their goals
(academic, social, emotional, or personal)

Family Outreach Advocates

(located at Santa Maria-Bonita School District)

1,633 families received support and referrals
15 distribution events
(food, clothing, PPE, immunizations, etc.)



Outreach Mentors Help Create Positive Learning Environments

Eva, a fourth grader, was going to the nurse's office at the same time every day. The nurse could not find any physical ailments and referred Eva to the Outreach Mentor program. After meeting with the student, the mentor learned Eva was going to the nurse because she did not want to go to the After School program. Another student in the After School program was bullying her, and she did not feel safe. The mentor conducted an anti-bullying presentation during the After School program, explaining to the students what bullying is and why it is hurtful. The students became more aware of the feelings of others in the program, and the bullying stopped. Eva also stopped going to the nurse's office every day.

In partnership with the Santa Maria Bonita School District (SMBSD), Outreach Mentors provide supportive and enrichment opportunities to students attending transitional kindergarten through eighth grade in 21 schools citywide. Outreach Mentors conduct individual and group sessions pertaining to issues relating to academics, behavior, and developing resiliency. Other interactive initiatives include individual sessions that focus on social skills, goal setting, and relationship building.

Initiatives:

- Red Ribbon Week
- Jump Rope for Heart
- Student Council
- Fall Festivals
- Read Across America
- California Healthy Kids Survey
- Second Step or Mindfulness presentations
- Anti-bullying presentations
- Back to School Night
- Parent/Teacher Conferences

In partnership with:



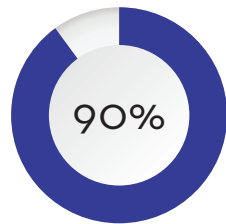
Supporting Seniors and Caregivers

Senior & Caregiver Mental Health

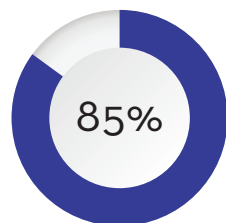
140 individuals provided with 1,984 hours of counseling

Outcomes

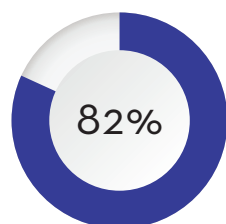
(by the end of treatment)



made progress on treatment goals



demonstrated increased adjustment to life's circumstances



increased access to community resources

Connecting Seniors to Community Resources Improves Mental Health and Cultivates Hope

Mariaelena, a 73-year-old widow, called our intake line looking for help and support. She was sad, lonely, and fearful. She said she felt isolated and was worrying all the time. She had lost her husband several years ago and had no other family in the area. She had also not been to the doctor in quite a while and was worried about her health. Like many of the seniors we help, Mariaelena, is very low income. She worried that she had no financial resources to pay for services.

We connected Mariaelena with one of our bilingual therapists. During their first session, the therapist discovered that Mariaelena was not cooking for herself regularly. She tried to get to the grocery store but was consumed with anxiety anytime she went out in public. We immediately made arrangements for home-delivered meals, grocery delivery, and safe transportation.

The therapist assisted Mariaelena in making an appointment for a health screening. Once those basic needs were met, we could focus on helping Mariaelena develop coping skills to help manage her sadness, her fears, and her constant worrying.

Mariaelena continued to meet with her therapist via telehealth every week. She now feels less isolated and alone. She is very grateful for the help she has received and so relieved that she could find good support at no cost. Mariaelena is working to develop other safe social contacts to help alleviate her loneliness and continued isolation.

Senior Case Management

Elder Victims of Abuse
(in partnership with Legal Aid Foundation):
Case management provided for
43 seniors



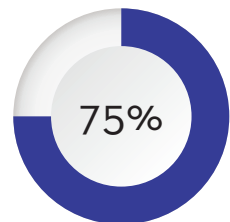


Long-Term Care Ombudsman

1,990 residents of assisted living and long-term care facilities were helped with:

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

Outcome



of quality of care issues were satisfactorily resolved

Reuniting a Beloved Husband and Wife

Carole called our Ombudsman office in distress. The staff at her skilled nursing facility would not allow her husband of 50 years to visit her anymore.

The staff became concerned when her husband, Tom, fell on top of Carole while she was in a wheelchair. Tom also had a loud voice, a result of his hearing problem, adding to the hospital staff mistakenly interrupting this as an attack on Carole. She insisted that he didn't hurt her on purpose, that he was a little dizzy from his own declining health. It had been a rough year for the couple dealing with Carole's broken hip and navigating the pandemic. The hospital staff didn't want to take chances, and asked Tom not to visit again.

An Ombudsman Representative went to the Skilled Nursing Facility and met with Carole. The Ombudsman explained to Carole that it was her right to receive visitors. After getting Carole's consent to talk to staff to resolve her concern, the Ombudsman met with the administrator. The Ombudsman shared his concern that banning her husband was violating Carole's rights and isolating her from loved ones who cared for and supported her.

Once the facility staff understood the situation, they allowed Tom to visit. The couple reunited and were very appreciative of the help received by the Ombudsman. The visits by her beloved husband have made a great difference in Carole's quality of life while staying at the rehabilitation center.

Events

Spring Fundraiser, May 12, 2022



Guests filled the Santa Barbara Woman's Club at Rockwood to gain insight about youth mental health and raise funds for Family Service Agency. The event featured keynote speaker and triple-board certified psychiatrist, Dr. Sarah Y. Vinson. Dr. Vinson discussed how social determinants such as food and housing insecurity, lack of resources, and social acceptance impact mental health. This event was possible thanks to our generous sponsors.

Presenting Sponsors

Tania & John Burke
Marni & Michael Cooney

Advocate

Santa Barbara Foundation

Partners

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Ginny & Tim Bliss
CenCal Health
The Cheeryble Foundation
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Drink Sponsor

Draughtsmen Aleworks
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& Raj Parr Wine Club

Caregiver Documentary Screening



FSA hosted a reception and public premiere of the documentary "It's Not A Burden: The Humor and Heartache of Raising Elderly Parents" on July 29, 2021 at Southside Coffee Co. in Lompoc.



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
 Angela K. Antenore
 Betty* & Jack Barnard*
 Claudia & William E.G. Batty III
 Patty* & Terry Bliss*
 Ada Marie Bowers*
 Frances & Laurence Brundall*
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 Martha & Shawn Walters
 Frederica & Richard* Welch
 Eleanor & Clifford Wright*
 JoAnne Meade Young
 & Michael Young

*deceased



FSA has been a part of our community for over 100 years, constantly changing to best serve Santa Barbara. Today, we are needed more than ever before.

Carole MacElhenny

Our Donors

\$50,000+

Anonymous
 The Cheeryble Foundation
 Dignity Health
 Audrey Hillman Fisher Foundation
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\$25,000-\$49,999

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\$10,000-\$24,999

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Donors (continued)

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 Williams-Corbett Foundation
 The Edwin & Jeanne Woods
 Family Foundation
 Yardi Systems, Inc.



My husband and I contribute to FSA due to their ongoing support of families at all stages in their lives. The case management, counseling, and parent education services provide families with the help they need. We will support FSA as they continue to serve families in our community."

Bill Basiliko (and Marcus Lundell)
 with Roger

\$5,000-\$9,999

William Basiliko
 Jill & John C. Bishop, Jr.
 Ginny & Tim Bliss
 Bull Foundation
 City National Bank
 Gregory & Lorraine Forgatch
 Fund for Santa Barbara
 Mary Harvey
 Chonnie Jacobson
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