



FAMILY SERVICE AGENCY

Since 1899

Providing hope, strength and stability to
Santa Barbara County children, families and seniors.



LOCATIONS



SANTA BARBARA
123 West Gutierrez Street
Santa Barbara, CA 93101
805.965.1001

SANTA MARIA
120 East Jones Street, Suite 123
Santa Maria, CA 93454
805.925.1100

LOMPOC
110 South C Street, Suite A
Lompoc, CA 93436
805.735.4376

DOROTHY JACKSON FAMILY RESOURCE CENTER
320 North J Street
Lompoc, CA 93436
805.742.2943

CARPINTERIA
5201 Eighth Street, Suite 202A
Carpinteria, CA 93013
805.566.1619



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

Family Service Agency (FSA) has long been regarded as one of Santa Barbara County's most reliable and effective nonprofit human service organizations. Established in 1899, FSA continues to improve the health and well-being of our community's most vulnerable children, families and seniors. Our transformative and essential programs include **BIG BROTHERS BIG SISTERS, SENIOR SERVICES, FAMILY SUPPORT SERVICES, AND YOUTH & FAMILY SERVICES.**

FSA programs ensure access to food, shelter, and other basic needs, as well as youth mentoring, case management, advocacy and a wide-array of mental health programs. We are committed to providing services where they are needed most: in the community. Eighty percent of our services are delivered on school campuses, at community centers and in clients' homes. Our programs combine clinical expertise, bilingual and bicultural staff, and close collaboration with other agencies. At FSA, all services are provided free or on a sliding fee/donation scale and no one is denied assistance because of an inability to pay.

HOPE
STRENGTH
STABILITY



PRESIDENTS' MESSAGE

It is our pleasure to report that fiscal year 2012-13 was an exceptional year in Family Service Agency's 113-year history. Amidst challenging financial times, we remained fiscally strong and continued to strengthen our programs to meet the needs of at-risk, low-income children, families and seniors throughout Santa Barbara County.

During the year, we eliminated internal duplication and improved service delivery by restructuring our organization into four core programs: Big Brothers Big Sisters, Senior Services, Family Support Services, and Youth & Family Services. Changes to our administrative structure and information technology resulted in cost savings and greater efficiency. We also piloted a new data tracking system that will be a powerful tool to evaluate program operations, maximize program effectiveness and develop targeted outreach to those in need of our services.

We would like to thank Scott Whiteley, our previous Executive Director, for his dedicated leadership during 2012-13. His programmatic expertise was instrumental in keeping FSA focused on the delivery of

high-quality services and the challenging reorganization that ensued. Scott served as Executive Director for more than two years, prior to which he was FSA's Associate Executive Director. We are fortunate to have Lisa Brabo, Ph.D. take the helm as FSA's new Executive Director. Her proven skills as a nonprofit leader will guide us in creating management systems to implement our current strategies while providing the vision and experience needed to keep us viable in the future.

Since 1899, FSA has remained responsive to underserved and at-risk members of the community by changing, growing and adapting to trends as the nature of community needs continues to evolve. Because of our ability to adapt and grow, FSA remains one of the strongest and most effective nonprofit human service agencies in Santa Barbara County.

Our continued success is made possible through the dedicated support of our community, donors, volunteers, and staff. Thank you...from the bottom of our hearts.

Bob Manning
Co-President

Stephanie Wilson
Co-President

WELCOME



LISA BRABO FSA'S NEW EXECUTIVE DIRECTOR

After an extensive selection process, Lisa Brabo, Ph.D. was hired as Family Service Agency's new Executive Director effective October 2013. Having more than 20 years of experience with philanthropy and nonprofit organizations, Brabo holds a Ph.D. in Public Policy from the University of Massachusetts, along with a Master of Arts in Public Administration. Her most recent position was as Executive Director for the YWCA San Gabriel Valley, where she oversaw a budget of \$6 million and staff of 125. She has also worked with First 5 and Beyond Shelter in Los Angeles and has served on numerous nonprofit boards serving the needs of low-income families, the homeless, seniors, and domestic violence victims.

"I am honored to have joined such a compelling community agency as Executive Director," said Lisa Brabo. "The life-changing services provided by FSA throughout Santa Barbara County are vital to the well-being of families, not only in meeting their current needs, but also in supporting a positive path for the future."



THE POWER OF A POSITIVE ROLE MODEL

Nearly 20,000 individuals served

- 69% Hispanic/Latino
- 26% Caucasian/White
- 3% African American
- 1% Asian/Pacific Islander
- 1% Native American

94 paid staff
297 volunteers
26,819 volunteer hours

When Christian's mother brought her shy 12-year-old boy to **Big Brothers Big Sisters**, she hoped her son could spend time with a caring role model who would help him deal with the void left by an absent father. When his beloved older sister left for college, Christian sank into depression. His grades started to slip, and he was having trouble expressing himself. But then Christian was matched with Big Brother Francisco. Throughout the next few years, they attended Dodger games, met each other's families, celebrated birthdays, and played pool. Christian felt special when he looked up during his basketball games and saw someone there for him ... his Big Brother Francisco. Now a 17-year-old high school senior, Christian's grades are strong, he has a part-time job and plans to go to college.

Christian and his mother are proud of the young man Christian has become. His mom says "I have seen a huge improvement in Christian, at home and at school. Today, Christian is a loving and responsible young man that knows he can turn to his Big Brother for anything." Christian agrees: **"I hope people in our community continue to support the Big Brothers Big Sisters program, so other kids can have life-changing mentors like I did."**



Big Brothers Big Sisters
of Santa Barbara County
A PROGRAM OF FAMILY SERVICE AGENCY

Big Brothers Big Sisters is recognized as the single most effective prevention-based mentoring program in the United States. At-risk children ages 7-17 are carefully matched with caring adult mentors, who help them reach their full potential through one-to-one relationships built on trust, friendship, consistency, support and guidance.

Every year, Family Service Agency's Big Brothers Big Sisters program helps improve the lives of over 200 youth in Santa Barbara County, many from single-parent, low-income homes. Studies find that youth we serve are more likely to succeed in school, make safer behavioral choices and have stronger relationships with their parents and others. **FSA served 220 youth and managed 22,957 volunteer hours through this program.**

RESULTS

- 86% of participating youth improved academic performance
- 81% reported a better attitude toward school
- 88% had better family relationships
- 90% had a stronger sense of self-confidence

COPING WITH CHANGE



Bob and Myra had just celebrated their 60th wedding anniversary when Myra started developing serious personality changes. Myra had been a bright, hardworking and family-oriented person, but was now very restless, irritable, and verbally aggressive toward Bob and her adult children. The changes were causing the family grave concern. Bob was especially worried and could not understand what was happening to the love of his life.

Bob and Myra were referred to Family Service Agency by their youngest daughter, Lisa, who witnessed her mother's drastic personality changes. During their first meeting with a Senior

Services staff member, it was clear Myra had symptoms of depression and dementia. A treatment and support plan was developed that included weekly counseling, mental health education, and physician advocacy. After six months of counseling and participation in FSA's caregiver support group, **Bob and Myra are adjusting to the challenges they face and are comforted to know that FSA is there to help them along their path ... together.**

SENIOR SERVICES

FSA believes all seniors can age successfully and be thriving members of our community. Yet, seniors face many life stressors including limited mobility, chronic pain, frailty and mental or physical problems, not to mention bereavement due to loss of loved ones, retirement or disability. These stressors can result in isolation, loss of independence, loneliness and psychological distress. Family Service Agency's Senior Services program gives seniors the tools they need to cope with these issues and live safe, independent and healthy lives with the dignity they deserve.

Senior Case Management: Provides in-home needs assessments to connect seniors to community resources such as meal planning and nutrition, transportation, Social Security benefits, Medicare insurance, housing, legal assistance, companionship and more. **FSA served 50 seniors through this program.**

Senior Mental Health: Provides individual, group and family-focused counseling services that focus on direct, solution-oriented treatment strategies with well-defined therapeutic goals. **FSA served 62 seniors through this program.**

RESULTS

Caregiver Mental Health & Support: Provides counseling and support services to those who care for a senior or a family member with special needs and includes needs assessments, goal setting, group and individual counseling, information and referrals. **FSA served 48 caregivers through this program.**

85% of seniors achieved two or more treatment goals
90% of case management clients achieved two or more treatment goals



SAFE & PROTECTED

Karla came to our Family Resource Center seeking help with first grade registration for her son, Felipe. During their time together, Karla shared with FSA's Family Advocate that she had been a victim of domestic violence. Karla's former partner, Alberto, the father of her two young boys, was now in jail. In addition to physical and verbal abuse, Alberto had been extremely controlling, preventing the boys from enrolling in school and refusing Felipe access to urgent medical care for Cranial Dysplasia, a serious condition.

Our Family Advocate worked closely with Karla throughout the year, helped her access community resources, created a support network and connected her to medical services for Felipe. Because

Felipe was behind other children his age academically, our Advocate connected Felipe with school readiness programs and other services in the community.

After Felipe started losing weight, he told his mother "I don't want to eat because I don't want to grow up and be a mean man like my dad and cousins." It was discovered Felipe was being abused by different members in the household. As a result, our Advocate helped the family relocate and connected Felipe with mental health services. By facilitating coordinated services, and with Karla's increasing assertiveness and advocacy, Felipe began to gain weight. **Felipe and his brother now feel safe and protected in their new home and are doing well in school.**

FAMILY SUPPORT SERVICES

Family Service Agency works to tackle some of the most complex and difficult issues facing families today – financial hardship, unemployment, mental health problems, learning disabilities, and substance and alcohol abuse. These issues can have a huge impact on the stability of family life and will have a significant impact on the health, well-being and development of children. Family Service Agency provides families facing these difficulties the support they need to become stronger, happier and healthier and to give their children hope for a brighter future.

Each year, our Family Resource Center (FRC) Family Advocates and Parent Educators help empower more than 3,000 families guiding them along the path to self-sufficiency. FRC clients receive assistance with a variety of needs including medical, dental and health insurance applications; securing food, shelter and child care; academic tutoring, English as a Second Language and adult education; mental health services; employment assistance; and financial literacy and budget planning. In 2013, Family Support Services launched our new evidence-based Nurturing Parenting Program, which includes workshops and a 14-week education program. FRCs are located at school sites and in community centers throughout Santa Barbara County.

FSA served 6,765 families through this program.



Within six months of service:
98% of our clients were stable and/or self-sufficient in their knowledge of and ability to access community resources (a 29% increase from intake)
98% of children had health insurance (a 34% increase from intake)

ON TRACK FOR SUCCESS



My name is “Cassandra” and I am a high school senior who is on track to graduate this June. A few years ago, I was heading down the wrong path. In middle school, I was a “terrorizer.” I pinned my teacher against a desk, and all of my classmates were scared of me. As a freshman, I just got worse. I partied more than a freshman should and was hardly ever at home. All the teachers knew my routine—I would show up for attendance and then leave class.

During my sophomore year, everything changed after a close friend and two extended family members died. I started going to individual therapy at Family Service Agency, and it played a big role in changing my life. Just talking about the losses I had experienced

and letting my feelings out helped a lot. Having someone to talk to and knowing that someone was there made a big difference. My mom and dad joined me for a couple of therapy sessions, and we talked about how my actions affected the whole family. Just listening to them and expressing my feelings was really important in helping me move on.

As a senior, I go to class, stay in class, and complete my homework. In a few months, I will graduate from high school. I am looking forward to going to college and becoming an independent person.

Now, thanks to Family Service Agency, I have an exciting future.

YOUTH & FAMILY SERVICES

Child & Family Counseling Family Service Agency’s Child & Family Counseling programs provide accessible, affordable and effective mental health services to children and families. Our mental health professionals deliver the expertise necessary to effect positive, long-term improvement in a safe, comfortable and confidential environment. FSA counselors specialize in early childhood issues that impede social, emotional and academic success including anxiety, depression, ADHD, Post-Traumatic Stress Disorder (PTSD) and other behavior problems. Children are provided individual therapy sessions to increase coping skills and resiliency, often utilizing child-centered modalities such as play and art therapy. Our services are open to everyone including adults, couples and families, with special emphasis on the mental health needs of low-income, at-risk children and families. **FSA served 262 clients through this program.**

Intensive In-Home Therapy Our in-home therapy team is specially trained in non-traditional counseling practices effective with families facing issues including substance abuse, neglect and gang activity. Our goal is to identify and address problems, stabilize families, and prevent children and adolescents from being placed into foster care or the juvenile detention system. **FSA served 60 clients through this program.**

Youth Probation Counseling Our Youth Probation Counseling program, located in south Santa Barbara County and Lompoc Valley, provides a combination of tools, guidance and support to effect long-term change and redirect young people away from the juvenile justice system. In partnership with the County Probation Department, FSA also offers a 12-week support group for girls on probation. The program provides counseling and support services unique to the needs of young females involved in the juvenile justice system. **FSA served 119 clients through this program.**

RESULTS

98% of individuals in Intensive In-Home Therapy remained emotionally stable
96% of youth in Probation Counseling stayed out of Juvenile Hall

VIBRANT
HEALTHY



TURNING THINGS AROUND

Johnny is a fourth grader who transferred to a new school. He refused to attend classes and was frequently absent or tardy. When he did attend, he had frequent “meltdowns” and was physically aggressive toward his peers.

Johnny was assigned to FSA’s School Based Counseling program, where he was matched with a counselor and received individual

therapy twice each week. He learned self-soothing and anger management strategies to improve his social skills. According to Johnny, he has “turned things around.” **Johnny now attends school regularly and is no longer aggressive.** He is better liked by his classmates and his self-esteem has improved.

YOUTH & FAMILY SERVICES

continued

SCHOOL-BASED SERVICES

Counseling FSA’s School-Based Counseling program delivers therapy, case management, and critical incident response services, all proven to decrease the likelihood of high-risk behaviors while improving academic success and overall quality of life. Our program, available at K-12 school campuses in Carpinteria, Santa Barbara and Lompoc, provides a convenient, familiar and safe environment for children, adolescents and their families. **1,309 youth were served through this program.**

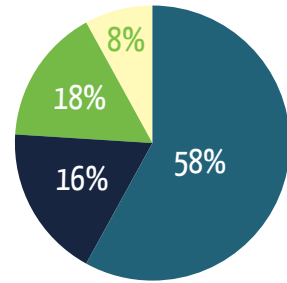
Intensive Counseling The Intensive In-School Counseling program is designed to assist students with severe mental health needs. Our staff are licensed Marriage and Family Therapists, who work collaboratively with the Individualized Education Plan team to provide individual counseling, family counseling, group counseling and parent education to students and families faced with severe mental health concerns. Our team works with students ages 5-19 with the goal of keeping students at school, living at home and in their community. **65 youth were served through this program.**

Social Work Through our School Social Work program, we conduct home visits to explain the services offered at school and address students’ emotional or behavioral challenges. Social workers assess what families need for support and help link them to resources. They also work collaboratively with the school-based support team, which includes the school principal, school psychologist, teachers, school-based counselors and the family advocate. **193 families were served through this program.**

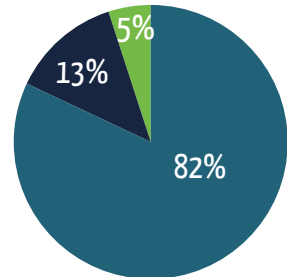
RESULTS

- 74% of children in School-Based Counseling reached their set goals
- 95% of parents were very satisfied with the services their children received through School-Based Counseling
- 98% of children in Intensive In-School Counseling stayed in a regular education setting (rather than being institutionalized)

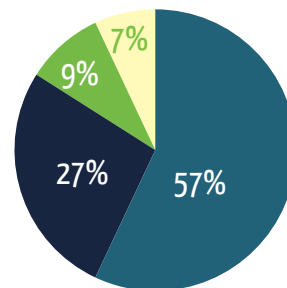
FINANCIAL OVERVIEW



Total Revenue: \$4,406,831
 Public Funding – 58%
 Foundations – 18%
 Individual Contributions – 16%
 Other – 8%



Total Expenses: \$4,169,148
 Program Services – 82%
 Administrative – 13%
 Fundraising – 5%



Program Expenditures
 Youth & Family Services – 57%
 Family Support Services – 27%
 Big Brothers Big Sisters – 9%
 Senior Services – 7%



HOW YOU CAN HELP



Cash Contributions are critical to meeting our annual budget needs.

Monthly Giving is convenient for the donor, helps keep our costs down, and provides the stable, continuous support so important to our programs. A monthly donation can be deducted from a checking account or charged to a credit card.

Gifts of Stock as an outright gift could mean significant tax savings for donors of appreciated stock. For information on donating stock, please contact our Development Office at 805.965.1001, ext. 267.

Memorial and Honorary Gifts are a special way to pay tribute to a friend or family member, or to commemorate a birthday, anniversary or other significant life event.

Matching Gifts are available at many companies. Check with your employer to see if a Matching Gift Program exists at your company.

Planned Giving Opportunities enable giving that does not deplete lifetime assets, and in some cases, furnishes additional income and significant tax deductions. These can include bequests, gifts through trusts, a gift of life insurance, a gift of/from retirement funds, pooled income fund, and annuities.

A Gift to Our Endowment provides long-lasting support to Family Service Agency. Endowment Fund Value as of June 30, 2013: \$2,947,670.

Thank you for considering a gift to Family Service Agency. All gifts are tax-deductible to the full extent of the law. Our tax ID number is 95-1644031. Your attorney, accountant, or tax advisor can provide additional assistance. For more information about ways you can contribute to FSA, please call our Development Office at 805.965.1001, ext. 267.

HONORING OUR SUPPORTERS

For gifts received in the Fiscal Year ending June 30, 2013

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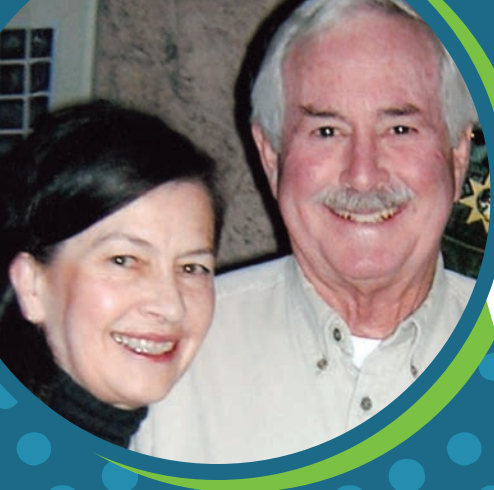
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Terry & Patty Bliss
Bridget Colleary
Donna Quinn
Dr. & Mrs. Robert Reid
Sybil Rosen
Dave & Irene Liggett
John Lundegard
Ruth Martin

Anne Fisher
John H. Paine
Diane Huerta
Marco Quintanar
Adele Rosen
Sybil Rosen
Harold Purdy
Sybil Rosen & Shirley Ann Hurley
Marilyn Metzner
Staff, Santa Barbara Asset Management Staff
Santa Barbara Asset Management

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NEIGHBORHOOD HOUSE SOCIETY

“Leaving a legacy gift through the Neighborhood House Society is a very meaningful decision for my husband Terry and me. We know our gift will help ensure caring support and brighter futures for generations of children, families and seniors in Santa Barbara County.” **Patty Bliss**

Our heartfelt gratitude for honoring FSA through your estate plans.

Mr. & Mrs.* Jack Barnard
Mr. & Mrs. William E.G. Batty III
Terry* & Patty Bliss
Ada Marie Bowers*
Mr. & Mrs. Laurence Brundall*
Michael & Marni Cooney
Lori Daffron & Jim Hoskins
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*deceased

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Bill & Toni Straka
Robin & Stefani Taliaferro
David & Mary Tilton



Dori and Chris Carter are passionate about making a difference in the lives of children and families. Knowing that early intervention and education are critical, they contributed \$500,000 to implement new parent-child therapy and parenting education programs at Family Service Agency. The Carters were introduced to FSA through their dear friend Shirley Ann Hurley, who is an Honorary Director of the Board and longtime volunteer for the agency.

“We believe that education is the critical link for so many children in our community today. And while we live in a land of opportunity, impediments such as cultural, financial, or language stand in the way of success. We are very pleased to help Family Service Agency provide essential tools to children and families, so they are better equipped to navigate the challenges that life has thrown in their paths.”

On behalf of the thousands of children and families served this year ... thank you.

James Treloar
Alice Van De Water
James & Julia Warren
Wright Watling
Mr. & Mrs. Nicholas Weber
Mr. & Mrs. Richard Welch
Scott & Deborah Whiteley
Andrew Wilson
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Stephanie Wilson & Dr. Ron Ungerer
Travis Wilson & Maritza Mejia-Wilson

Amor Gosfield
Margaret Gosfield

Senior Airman Daniel Johnson
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FSA EXTENDS OUR HEARTFELT APPRECIATION TO THE FOLLOWING BOARD MEMBERS FOR THEIR DEDICATED SERVICE.

Marni Cooney retired from the Board after ten years of service. Since 2003, Marni served on numerous committees including Program, Development, Marketing, Finance, Governance, SPAN and Executive. She chaired the Children's Festival for many years and has always represented FSA with enthusiasm to potential donors, volunteers, foundations and public agencies. Her leadership roles included VP Program, VP Development, President (2007-2010) and Co-President (2011-2013). Cooney continued her commitment as chair of the Executive Director Search Committee and currently serves on the Development and Marketing Committee.

Tom Thomas retired after six years of service as a member of the Finance and Governance Committees and as Chair of the Governance Committee.

Jeff Slay completed two years as Co-President and was an instrumental leader during challenging times. Slay will continue his support in his new role as Treasurer.



DANIEL JOHNSON MEMORIAL GOLF TOURNAMENT

Family Service Agency is deeply grateful for the hardworking support and generosity of the Johnson and Harlow families, as well as scores of other supporters who have helped raise tens of thousands of dollars for Big Brothers Big Sisters through the Daniel Johnson Memorial Golf Tournament. The driving force behind the tournament is Kristen Johnson, whose husband Daniel Johnson was killed in Afghanistan in 2010. While stationed at Vandenberg Air Force Base, Dan joined the Big Brothers Big Sisters program and was an active and devoted Big Brother for over two years. We deeply appreciate their significant contributions. Thank you.



FAMILY SERVICE AGENCY
Since 1899

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