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

2015-2016 Annual Report
Locations

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

Santa Maria
120 East Jones Street, Suite 130
Santa Maria, CA 93454
805.925.1100

Lompoc
110 South B Street
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
805.566.1620
Established in 1899, Family Service Agency (FSA) is regarded as one of the region’s most reliable and effective organizations. Our mission is to strengthen and advocate for families and individuals of all ages and diversities, helping to create and preserve a healthy community.

Needs of families have evolved over a century of service. Today, an ever widening income gap leaves many families in Santa Barbara County struggling to make ends meet. Children are exposed to rising incidents of violence and trauma. With nearly one-third of the county’s youth living in single-parent households, parents seek enriching experiences and positive role models for their children. And as the senior population grows, an increasing number of older adults seek ways to maintain their independence and quality of life for as long as possible.

Our holistic and transformative programs serve the whole family, addressing the immediate needs of family members and giving them the essential tools for increased long-term self-sufficiency and empowerment. If our programs cannot help directly, we connect people to the resources they need.
The past year has been an exceptional one in Family Service Agency’s 116-year history. Along with providing vital services to nearly 18,000 individuals throughout Santa Barbara County, new programs and expanded services allowed us to reach a growing number of people in need.

We are launching two new initiatives with funding received in 2015-16. Our Intergenerational Big Brothers Big Sisters initiative will enlist adults ages 55+ to provide life-changing mentoring for at-risk children. And, our Holistic Defense pilot project developed in partnership with the Santa Barbara County Public Defender’s Office, will integrate legal and social services to reduce recidivism by stabilizing offenders’ lives. During 2015, we were also proud to become the presenting sponsor for the Senior Expo of Santa Barbara, the county’s largest health and active aging fair.

FSA continues to develop its programs in the context of community need and strong funding anchors. Our waiting lists are clear indicators of the critical and growing need for mental health services. This past year, we expanded our school-based counseling program to more schools in an effort to meet the behavioral health needs of students and their families.

Our continued success is made possible through the dedicated support of community partners, donors, volunteers and staff. On behalf of everyone at Family Service Agency, thank you for your commitment to our work and helping provide hope, strength and stability to underserved individuals and families.

Stephanie Wilson
Co-President
Kathy O’Leary
Co-President
Lisa Brabo, Executive Director
In 2015/16 Family Service Agency served nearly 18,000 children and individuals.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic / Latino</td>
<td>69%</td>
</tr>
<tr>
<td>Caucasian / White</td>
<td>26%</td>
</tr>
<tr>
<td>African American / Black</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>0-106</td>
<td></td>
</tr>
<tr>
<td>Very Low income</td>
<td>70%</td>
</tr>
<tr>
<td>Low income</td>
<td></td>
</tr>
<tr>
<td>At Risk</td>
<td>100%</td>
</tr>
<tr>
<td>Male</td>
<td>42%</td>
</tr>
<tr>
<td>Female</td>
<td>58%</td>
</tr>
<tr>
<td>Volunteers</td>
<td>356</td>
</tr>
<tr>
<td>Volunteers Hours</td>
<td>23,610</td>
</tr>
<tr>
<td>Paid Staff</td>
<td>79</td>
</tr>
<tr>
<td>48% are bilingual</td>
<td></td>
</tr>
</tbody>
</table>
Olivia

Alone and Abandoned

Olivia and her two children found themselves unexpectedly homeless and without resources when her husband abandoned them at a motel. Alone, anxious and in an unfamiliar area, Olivia sought help at Family Service Agency.

At FSA, our Family Advocate connected Olivia to resources to ensure her family’s basic needs for food, clothing and shelter were met and that their health insurance was transferred from their prior home county. As Olivia began to consider legal options regarding custody of her children and the relationship with her estranged husband, we made sure she had the legal support needed to make decisions.

Having concerns about her children’s social and emotional well-being during this difficult time, FSA administered developmental screenings and helped Olivia enroll her four-year-old into a nearby preschool. With her two children in school, Olivia began exploring job possibilities and enrolled in FSA’s evidenced-based Nurturing Skills for Families classes. Today, she has a new sense of confidence and looks forward to building a brighter future for her family.
FSA served 5,023 families through this program.

Results of this program within 6 months of service:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>97%</td>
<td>of parents knew about community resources and how to access them</td>
</tr>
<tr>
<td>97%</td>
<td>of parents had knowledge of community resources and skills to access them</td>
</tr>
<tr>
<td>78%</td>
<td>of parents had secure employment</td>
</tr>
<tr>
<td>82%</td>
<td>of parents were less likely to abuse or neglect children</td>
</tr>
</tbody>
</table>

Through active skill building, Family Support Services helps parents, grandparents, and other guardians build healthy home environments. Our bilingual staff guides families on a path to becoming stronger and moving their children toward a brighter future.
Vincent was struggling. He was suffering from the devastating loss of his father to drugs and alcohol.

“Before I met my Big Brother Jordan, I was shy and stayed home a lot,” says Little Brother Vincent. “In the six years we have been together, Jordan has always encouraged me to try new things, speak up for myself, to be more outgoing and not keep things bottled up.”

Vincent says that being in the Big Brothers Big Sisters program helped him become a better person. Big Brother Jordan helped his Little Brother focus on school, encouraged him to join the football team, and to think about his goals beyond high school. Their favorite activities include trying new food, playing basketball, watching football, and working on community service projects. They have explored the Reagan Library, and Vincent learned about Japanese food and culture from Jordan’s brother, who lives in Japan.

Little Brother Vincent’s future is bright. He graduated from high school last June and became the first person in his family to attend community college. He hopes to eventually follow in Big Brother Jordan’s footsteps as a financial advisor, or help his community as a teacher or therapist.
**BIG BROTHERS BIG SISTERS OF SANTA BARBARA COUNTY**

The power of a positive role model

Recognized as the single most effective prevention-based youth mentoring program in the United States, at-risk children ages 6-15 are carefully matched with caring, adult, volunteer mentors who help them reach their full potential. Studies find that children served by the Big Brothers Big Sisters program are more likely to succeed in school, make safer behavioral choices and have stronger relationships with their parents and others.

**Results:**

- **75%** improved academic performance
- **76%** improved relationships with family, adults and peers
- **95%** have a stronger sense of self-confidence

FSA served **219** youth, **221** volunteer mentors, & managed **21,216** volunteer hours through this program.
At 87 years old, John had been living in a skilled nursing facility for four years. He liked the facility and his family was happy with the care he received there. Unfortunately, John began experiencing some mental health issues and behavioral changes. He became rude to staff and other residents.

John’s family was concerned he might be evicted and contacted FSA’s Long-Term Care Ombudsman program to ask for guidance. After visiting John and assessing the situation, our Ombudsman suggested John may benefit from a neurological evaluation, as well as being moved to a quieter room. The neurologist prescribed medication that helped dramatically with John’s emotional outbursts. His new room was also a positive change for which John expressed gratitude.

John’s mental health stabilized and he lived for one more year. Unfortunately, he recently passed away. John’s family was very thankful for FSA’s support and found comfort in the fact that John was able to maintain his positive quality of life in his final days.
SENIOR SERVICES
Tools for healthy aging

Family Service Agency offers older adults, and those caring for them, the tools they need to live meaningful lives. A growing senior population in our country means more family members and friends are caring for loved ones than ever before. We provide mental health counseling, support and connections to resources such as nutrition, transportation and financial assistance. We also operate the Long-Term Care Ombudsman program for Santa Barbara County. Our volunteer representatives help prevent evictions and rights abuses by visiting residents regularly and working to resolve quality of care and safety issues.

Outcomes for mental health counseling results:

- 80% made progress on one or more treatment goals
- 100% experienced increased access to community services
- 75% improved their adjustment to life circumstances

FSA assisted 130 seniors and caregivers; with 2,740 hours of mental health counseling.

3,031 residents of long-term care facilities were assisted with quality of care issues, through 3,556 visits to long-term care facilities.
Maria was just 13 years old when her mother sought treatment for her at Family Service Agency. She had been cutting herself for several months. At FSA, her clinician slowly began building rapport with Maria, inquiring about her interests, activities, and passions. Maria was introduced to a variety of activities in treatment that allowed her to express herself creatively.

In time, Maria began verbally sharing her challenges with family, friends, school, and a negative self-perception. She agreed to a “no-harm contract,” which outlined steps she would take should she feel the desire to hurt herself.

Over the course of several months Maria enrolled in a different school, discovered a new peer group with shared interests, and participated in new positive activities. After two years of dedicated work, Maria is now doing better in school, practicing positive coping skills and has a new outlook on life. Maria has plans for her future, which include attending college.
YOUTH & FAMILY BEHAVIORAL HEALTH
Life changing mental health services

For families that face difficult issues of delinquency, mental illness, substance abuse and neglect, FSA provides a wide array of counseling services for children, youth, adults and families, which result in positive, long-term improvements. Many of our counseling professionals specialize in childhood issues including anxiety, depression, and other behavior problems.

FSA served 336 clients with 4,081 hours of counseling through this program.

Results:

- 75% achieved at least one behavioral goal
- 90% remained emotionally stable
- 80% of youth in Probation Counseling stayed out of juvenile hall
Joe
Moving Forward on the Right Path

Joe was continuously in trouble throughout junior high. During the first half of his eighth grade school year, he had 17 discipline write-ups and was caught bringing knives to school. Joe wanted very badly to improve his life and drop his gang affiliations, but didn’t know where to start.

Referred to FSA’s school-based counseling program, Joe began working with his therapist on making good decisions and avoiding conflicts. He learned to make decisions before difficult situations arose, so he would already know exactly what he needed to do when something came up. He and his therapist talked about future goals of college and career and came up with detailed steps to achieve those goals.

Toward the end of the school year, Joe was proud of what he had accomplished. He knew he wasn’t yet where he wanted to be, but had taken a big step forward and was on the right path. During the remainder of the school year, Joe had zero write-ups for discipline. This was an amazing turnaround.
450 youth were provided with 7,171 hours of counseling.

Available at K-12 school campuses in Lompoc, Santa Barbara and Carpinteria. FSA’s School Counseling Services provide a convenient, familiar and safe environment for children, adolescents and their families. To improve academic success and decrease the likelihood of high-risk behaviors, FSA therapists work collaboratively with school staff to provide individual, family and group counseling as well as parent education.

Results:

- 100% of children in Intensive In-School Counseling stayed in a regular education setting.
- 97% of parents were very satisfied with the services their children received.
- 77% of children achieved emotional, social and/or behavioral goals.

SCHOOL COUNSELING SERVICES

Improving academic success for students.

450 youth were provided with 7,171 hours of counseling.
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Santa Barbara Museum of Art
Santa Barbara Museum of Natural History
Santa Barbara Symphony
In 2015, Family Service Agency was proud to become the sponsoring agency of the Senior Expo of Santa Barbara, an active aging fair for seniors and caregivers. Held in October at the Earl Warren Showgrounds, the event drew more than 1,000 attendees who had the opportunity to receive free flu shots, health screenings and a wealth of information about vital services for seniors.
FSA's 2nd Annual Cooking Up Dreams event in March, 2016 was a huge success. Held at the Fess Parker Double Tree, the event featured a cooking competition with delicious samplings by top local chefs. Celebrity judges and guests cast votes for their favorite dish. Proceeds from the event supported FSA's enrichment programs for at-risk youth including Big Brothers Big Sisters, Youth & Family Behavioral Health and School Counseling Services.

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Michael Hutchings, Michael’s Catering

**PEOPLE’S CHOICE AWARD**
Michael Hutchings, Michael’s Catering

Save the date March 31, 2017
Members of FSA’s Neighborhood House Society help ensure caring support and brighter futures for generations of children, families and seniors in our community. We invite family, friends and supporters to join with them to help endow our vital programs for a second century of service in Santa Barbara County by remembering FSA in their wills and estate plans.

**OUR HEARTFELT GRATITUDE FOR HONORING FSA THROUGH YOUR ESTATE PLANS.**

Anonymous  
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  
Anna M. Edwards*  
Mercedes Eichholz*  
Genevieve Ellis Estes*  
Mrs. Maurice Faulkner*  
Vasanti Fithian  
Mr. Kirk Francis  
Mr. & Mrs. Fred Gaeden  
Paul Gardner*  
Ghita Ginberg  
Chuck & Barbara Gray  
Sophie Halprin*  
Mary Harvey  
Horace Hill*  
Jim & Shirley Ann Hurley  
Sara Jack*  
Gladys Jarnet*  
Knowles Family  
Mr. & Mrs. Michael McGuire

“[It was with great pleasure that my late husband and I included a bequest for Family Service Agency in our estate plans. Having been involved with FSA for more than three decades, I know the gift will serve as an excellent investment helping provide a continuum of care for future generations of families in need.]"
The 6th Annual Daniel Johnson Memorial Golf Tournament raised over $32,000 for Big Brothers Big Sisters of Santa Barbara County. To date, the Johnson and Harlow families have raised $135,500 in Dan’s memory. Kristen and Dan Johnson were newlyweds when he was killed in Afghanistan in 2010. Dan was stationed at Vandenberg Air Force Base as a member of the U.S. Air Force Explosive Ordnance Disposal Team and was a volunteer Big Brother.
Financial Overview

Total Revenue: $4,853,782
- Public Funding: 63%
- Foundations: 29%
- Individual & Business Contributions: 7%
- Investments & In Kind: 1%

Total Expense: $4,829,560
- Program Services: 79%
- Administrative: 10%
- Fundraising: 7%
- Sustainability Initiatives: 4%

Program Expenses: $3,830,179
- Youth & Family: 47%
- Mental Health: 32%
- Family Support Services: 13%
- Senior Services: 8%
- Big Brothers Big Sisters: 4%

All figures are pending final audit.
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.

Volunteer to be a Big Brother Big Sister mentor or a Long-Term Care Ombudsman Representative. You can also help us at our fundraising events.

Gifts of Stock as an outright gift could mean significant tax savings for donors of appreciated stock.

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.


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.

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.
OUR PROGRAMS

Big Brothers Big Sisters of Santa Barbara County
Family Support Services
School Counseling Services
Senior Services / Long Term Care Ombudsman
Youth & Family Behavioral Health