WE’RE HERE WHEN YOU NEED US

2016/17 ANNUAL REPORT
In 2016/17, Family Service Agency served over 13,000 children and adults.
Established in 1899, Family Service Agency of Santa Barbara County (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.

Our 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. Our services are provided when and where they are needed most.
With your support more than 13,000 lives were positively impacted through FSA programs last year. Your contributions to FSA ensured that vulnerable children and families have access to services when and where they need them, whether that’s in their homes, at our facilities or at school locations throughout the county.

We are also pleased to report that last year our Board of Directors worked diligently to plan and implement a merger with the Santa Maria Valley Youth & Family Center (SMVYFC). Effective July 1, 2017 we became one agency offering countywide services that impact more than 25,000 lives. SMVYFC retains its name and continues operations as normal as part of FSA. We hired a Deputy Executive Director, Steve DeLira, who is based at the Santa Maria location.

**SOME OTHER HIGHLIGHTS FROM 2016/17:**

- **We increased** services in Lompoc, specifically school-based counseling, parent education and healthy relationship classes.
- **We launched** an initiative to increase volunteers in our Long-term Care Ombudsman program. Volunteers monitor the quality of care of residents in long-term-care facilities.
- **We purchased** and renovated an office building in Lompoc to provide more space and lower operational costs.
- **We completed** a study to strengthen our fundraising efforts in order to provide long-term financial stability for FSA.

It means so much to our clients to know our community is here to support them. Because YOU care, families struggling with financial hardship, unemployment, mental health problems, child behavioral issues, and parenting and caregiving challenges will get the help they need to become stronger, happier and healthier. We are deeply grateful for your continued support.

Katya Armistead           Roberta Heter               Lisa Brabo
Co-President                  Co-President
Executive Director
FAMILY SERVICE AGENCY
AND SANTA MARIA VALLEY
YOUTH & FAMILY CENTER
MERGE AS OF JULY 1, 2017

What this means for our community...

- Easier access to services—most services are now available countywide
- Greater financial stability and organizational efficiency
- Combined staff expertise creating a hub of service excellence
- The opportunity to positively impact over 25,000 lives in Santa Barbara County!
Helping parents build healthy families

Many families in our community face debilitating issues of poverty, unemployment, mental illness and addiction. These unfortunate circumstances can impact the stability of family life and the development of children. Through gentle guidance, coaching, and active skill-building, FSA’s Family Support Services program helps parents, grandparents and other guardians build healthy home environments and move their children toward a brighter future.

FSA served 3,522 families through this program.

RESULTS WITHIN 6 MONTHS OF SERVICE:

- 90% of parents knew about community resources and how to access them
- 92% of households had health insurance
- 99% of parent-education graduates understood and utilized alternatives to corporal punishment
- 97% of relationship-education graduates knew how to better handle conflict with their partners
Emiliano and Priscilla are dedicated parents to three young children; ages eight, four, and one. Emiliano has a medical condition that makes it difficult for him to work, making Priscilla the family’s sole income provider.

When FSA met the couple, they were experiencing financial hardship and Priscilla was eight-months pregnant. She had nothing for her new baby.

Right away, we helped them apply for CalFresh to ensure their children received adequate nutrition for their development. CalFresh benefits helped relieve pressure on the family’s budget. Our generous community provided the family with clothing and with needed household items. Later on, Priscilla and Emiliano would give back in the same way.

Determined to defy his disability and provide for his family, Emiliano worked occasional short-term jobs until he was eventually placed on disability. His self-esteem grew as their financial stress decreased. It became easier to focus on other family aspects.

Both Priscilla and Emiliano attended our parenting workshops where they learned about child development, family communication, and discipline. This has helped Priscilla and Emiliano to better understand their children and strengthen their family bonds.
2000 children’s futures improved!

Recognized as the single most effective prevention-based youth mentoring program in the United States, at-risk children ages 6-18 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. In 2017, we are proud to have reached the milestone of 2000 youth matched with life-changing mentors.

RESULTS:

- **96%** made better, safer decisions and avoided delinquency
- **76%** improved relationships with family, adults and peers
- **73%** improved academic performance

FSA served 224 youth, 227 volunteer mentors, and managed 19,068 volunteer hours through this program.

MORE THAN 72 YOUTH ARE READY TO BE MATCHED
Boomers Make Positive Role Models

Last year we launched a Boomer Bigs program to encourage more people aged 55+ to participate as mentors. We recently matched 11-year-old AJ with Big Brother Richard, an empty-nester who missed spending time with children.

AJ’s father is currently serving jail time. AJ is being raised by a single mother of three, who survives on a very low income. She doesn’t allow AJ to play outside because her neighborhood is known for gang activity and drug dealing.

Since they were matched in February, AJ and Richard get together on Saturdays. They go to the beach, ride bikes, eat ice cream and walk Richard’s dogs. Recently, they attended the Santa Barbara March for Science. Richard loves watching AJ’s baseball games, and AJ is proud to have his Big Brother cheering him on in the stands.

Mom said, “It is a great relationship”, built on trust and admiration. Mom and AJ are thrilled that Richard is including AJ in his life as a positive male role model who will help prepare AJ for a healthy and enriching future.
Family Service Agency offers older adults, and those caring for them, the tools they need for quality of life. 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 for seniors and caregivers such as nutrition, transportation and financial assistance. We also operate the Long Term Care Ombudsman program for Santa Barbara County, which ensures that facility residents receive quality care, their rights are respected, and they are free from abuse. Ombudsman representatives help prevent evictions and rights abuses by visiting residents regularly and working to resolve quality of care and safety issues.

1,519 residents of long-term care facilities were assisted with quality of care issues through 4,411 visits to long-term care facilities

Assisted 162 seniors and caregivers with 2,280 hours of mental health counseling.

100%
- Experienced increased access to community services

80%
- Made progress on one or more goals

77%
- Improved their adjustment to life circumstances

RESULTS FOR MENTAL HEALTH COUNSELING:
Helping Seniors Adjust

Sam and Betty’s story is just one of hundreds we have about the success of FSA’s Senior Services Program.

While Betty had a few health problems, her daughter became concerned about gradual personality changes she observed in her mother during their regular visits. Betty, who had a lifelong passion for cooking, had become absent-minded in the kitchen, leaving the oven and burners on when she was finished cooking.

It became clear that Betty was developing symptoms of dementia. We offered Sam and Betty, both in their late 70s, weekly supportive counseling, mental health education, kitchen safety tips and coordination with their physicians. We connected them with the Alzheimer’s Association for further education and support, and they decided to hire a part-time professional caregiver to help during meal preparation times.

After four months of counseling, Sam joined our caregiver support group to connect with other family caregivers. Sam and Betty now check in with FSA on a monthly basis; they are adjusting to the changes life is presenting and are comforted knowing that FSA is available for further assistance as needed.
Life-changing mental-health services

For families facing difficult issues of trauma, delinquency, mental illness and substance abuse, FSA provides a wide array of counseling services. Counseling is provided for children, youth, adults and families, and results in positive, long-term improvements. Many of our counseling professionals specialize in childhood issues including anxiety, depression, and other behavioral problems.

FSA served 276 clients with 2,853 hours of counseling through this program.

RESULTS:

- 80% achieved at least one treatment goal
- 89% of youth in Probation Counseling stayed out of juvenile hall
Stopping the Cycle of Violence

After witnessing domestic violence at home, Victor and his mother moved to a shelter. His father was eventually taken into custody, and his life without a father began.

Victor’s grades were low, and he was not participating in class. One day, his anger and sadness reached a tipping point; he grabbed a kitchen knife and threatened to hurt himself. He was then referred to our counseling program.

Victor refused to talk at first. Our highly skilled counselor met regularly with Victor to help him manage his anger and improve his coping skills. We also worked with his mother in family sessions, offering new ways to cope with sadness and anger and improving both their communications skills.

Between his first and last session, Victor raised his grades and became involved in his church. He began using coping skills such as taking time to cool off, taking deep breaths, and communicating with teachers and parents when he is angry.

Victor is just one of many of the youth we work with. Many others are also learning positive ways to manage emotional and mental health issues and build a brighter future.
SCHOOL COUNSELING SERVICES

Improving academic success for students

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

479 youth were provided with 7,664 hours of counseling.

RESULTS:

- 80% achieved emotional, social and/or behavioral goals
- 97% of parents were very satisfied with the services their children received
- 100% of children in Intensive In-School Counseling stayed in a regular education setting
Charlotte was living with her father and was suffering because her mother was in prison. She was struggling in school academically and had difficulty making friends and standing up to her peers. At home she frequently cried and exhibited other depressive behaviors.

Concerned with her student’s performance and low self-confidence, her teacher referred her to FSA. Our school-based counselor met with Charlotte weekly, providing a safe space where she felt comfortable sharing the difficult feelings she was experiencing. Together they worked on developing self-confidence and skills for how to communicate with her peers more assertively. Soon, Charlotte developed better coping skills for dealing with anxiety and depression.

Charlotte made significant progress throughout the school year. She developed important friendships and felt safe enough to share her emotions. She was no longer crying at home. Charlotte still struggles at school, but now that she is less anxious socially, she can better focus on her academics.
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continued on page 22
NEIGHBORHOOD HOUSE SOCIETY

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.

WE EXTEND OUR HEARTFELT GRATITUDE FOR HONORING FSA THROUGH YOUR ESTATE PLANS.

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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.

“The professionalism, dedication and compassion of administrative and program staff as well as the ongoing professionalism and passion of the Board members encouraged me to include a bequest for FSA in my estate plan. I am comforted that my funds will continue to help families and seniors live safely and prosper, which is good for our entire community,”

-Sybil Rosen, Neighborhood House Society member
FSA’s 3rd Annual Cooking Up Dreams event in March 2017 was a huge success. Held at the Fess Parker Double Tree, the event featured a cooking competition with delicious samplings from 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.

**THEMATIC DESIGN**

- **Sponsorship Levels:****
  - **Presenting Sponsor:** Union Bank
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  - **Wine Sponsors:** Grassini Family Vineyards, Santa Barbara Winery

**Event Details:**

- **Judges’ Award:** Peter McNee, Convivo
- **People’s Choice Award:** Adam White, FishHouse

**Save the Date:**

**April 7, 2018**

**Thank you to our sponsors:**

- David L. Smith
- Fred & Jane Sweeney
- Stephanie Wilson & Dr. Ron Ungerer

**Special Thanks:**

- FSA's 3rd Annual Cooking Up Dreams event

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**FSA’s 3rd Annual Cooking Up Dreams event in March 2017 was a huge success. Held at the Fess Parker Double Tree, the event featured a cooking competition with delicious samplings from 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.**
ANNUAL SENIOR EXPO OF SANTA BARBARA

An active aging fair for seniors and caregivers held in October 2016 at the Earl Warren Showgrounds, the Senior Expo drew more than 1,000 attendees. They had the opportunity to receive free flu shots, health screenings and a wealth of information about vital services for seniors and caregivers.

THANK YOU TO OUR SPONSORS

PLATINUM SPONSORS
Cottage Health
Sansum Clinic
Visiting Nurses Hospice Care
The Oak Cottage/Heritage House

GOLD SPONSORS
Sharon Kennedy Estate Management
Stevens & Associates Insurance

SILVER SPONSORS
AssistedLivingSB
Home Care Assistance
Hospice of Santa Barbara
SB Co. Adult & Aging Network
**Financial Overview**

**Total Revenue:** $5,583,323
- Public Funding: 74%
- Foundations: 13%
- Investments & In Kind: 8%
- Individual & Business Contributions: 5%

**Total Expense:** $5,499,805
- Program Services: 83%
- Administrative: 9%
- Fundraising: 8%

**Program Expenses:** $4,562,805
- Youth & Family Services: 41%
- Family Support Services: 37%
- Senior Services: 12%
- Big Brothers Big Sisters: 7%
- Holistic Defense: 3%
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.

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. Planned giving 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. As of June 30, 2016, our endowment fund was valued at $2,689,974.

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.

Visit FSACares.org/supportus for more information.
WE’RE HERE WHERE YOU NEED US

Since our merger with Santa Maria Valley Youth & Family Center, we are now a staff of over 150 serving multiple locations throughout the county!

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

SANTA MARIA VALLEY YOUTH & FAMILY CENTER
105 N. Lincoln Street
Santa Maria, CA 93458
805.928.1707

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

LOMPOC
101 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
805.965.1001

GUADALUPE
4460 Tenth Street
Guadalupe, CA 93434
805.928.1707

fsacares.org