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

Impact Report 2018-2019

FAMILY SERVICE AGENCY
Since 1899

SANTA MARIA VALLEY YOUTH & FAMILY CENTER
Our mission is to strengthen and advocate for families and individuals of all ages and diversities, helping to create and preserve a healthy community.

Last year, we helped over 24,000 families and individuals.

Information and referrals provided to 15,596

In-depth services provided to 8,670

Age

0 to 101

45% Male

54% Female

1% Non-conforming

79% Hispanic/Latino

16% Caucasian/White

4% Other

1% African American/Black

56% Very Low-Income

19% Low-Income

10% Moderate Income

15% Unknown

209 paid staff (64% are bilingual)

452 volunteers

21,111 volunteer hours
Dear Supporters,

During the past year, Family Service Agency, also known as Santa Maria Youth & Family Center in North County, provided vital basic needs and mental health support to more than 24,000 Santa Barbara County residents. We provided in-depth services to 8,670 of these residents, while 15,596 received information and referrals.

**We are Effective.** FSA services encourage individual and family stability and self-sufficiency. The tremendous outcomes of our trauma-informed and evidence-based interventions are shown throughout this report.

**We are Collaborative.** Because we actively collaborate, community residents who need assistance benefit from a full continuum of resources provided by FSA and partners. You will find some of these partnerships highlighted in the information that follows.

**We are Responsive.** We anticipate and respond to the critical and evolving needs of the diverse communities in Santa Barbara County. New initiatives such as Youth Mental Health First Aid and Holistic Defense are examples of our commitment to addressing current societal challenges.

**We are Accountable.** We are deeply grateful for the community support that allows us to continue to promote hope, strength, and stability for our neighbors in need. As stewards of your dollars, we employ sound financial management and service evaluation to maximize program effectiveness and ensure your funds create the greatest possible impact.

Thank you for your support.

Sincerely,

Katya Armistead  
Co-President  
Terri Zuniga  
Co-President  
Lisa Brabo  
Executive Director
Julio Builds Resilience and Self-Esteem

Our School-Based Counselors work closely with staff at over 35 school campuses throughout the county. So, when second-grade student, Julio, exhibited peer relationship problems and lack of focus in the classroom, he was referred to the school counseling by his teacher.

His counselor discovered that Julio's parents had recently divorced, and he was experiencing intense nightmares that were disrupting his sleep and affecting his mood. Julio was having difficulty making friends because of inappropriate pushing and name-calling.

Through weekly therapy sessions that incorporated art, role-play, and play therapy, Julio opened up about his fears. Julio and his counselor practiced assertive communication skills—ways for Julio to express his feelings in a calm, yet confident way. Soon, Julio began using these skills with his family and friends.

After four months of therapy, Julio's nightmares stopped, and his self-esteem improved. He is more resilient and capable of handling life’s challenges. He has built healthy friendships and participates more confidently in the classroom.

School-Based Counseling

689 youth received mental health counseling

Outcomes

86% of students achieved emotional/social/behavioral goals
98% of parents were satisfied with the support their children received
100% of intensive In-School clients remained in the regular school setting

School Outreach Mentors (Santa Maria)

1,444 youth received short-term school-based support

Outcome

77% improved their behavior
Being The Difference for Our Youth

Family Service Agency partners with Mental Wellness Center and Youthwell to provide Youth Mental Health First Aid classes. Close to 700 parents, educators, health professionals, and community members have joined the movement to "Be The Difference" for youth in Santa Barbara County. By completing an eight-hour class in Youth Mental Health First Aid, they learned to recognize signs of mental distress, gained strategies for listening and communicating, and identified ways to provide help to struggling youth.

Here are some comments from the participants:

- A parent who took the class in February shared her appreciation for the new positive relationship she has with her kids. "I no longer barge into their rooms, take away their phones, or try to fix everything."
- A school principal commented that what he had learned in class that morning helped with a student in crisis that same afternoon.
- A weary mother and father left the class early to take the information home and immediately get help for their child. They later contacted the instructor to share that the class made all the difference for them.

Outcomes
- 77% achieved academic improvement
- 78% avoided delinquency
- 95% improved their self-confidence

Youth Mental Health First Aid
- 690 people trained since January 2019

Big Brothers Big Sisters of Santa Barbara County
- 198 youth served by 192 volunteer mentors

Substance Abuse Treatment (Santa Maria)
- 93 youth aged 12 to 24 were provided with treatment
Mother and Son Reconnect

To avoid the violent fights between his parents, Alberto spent most of his time out of the house. He visited friends, often staying on the streets until late at night. Alberto had his first encounter with the police at age 14. By the time he was 15, he was placed on probation for stealing. Thinking that Alberto would benefit from improved relationships at home, his probation officer referred him and his family to FSA's Strengthening Family Program.

On the first day of class, Alberto was quiet and sat as far as possible from his mother, Rosa. He was angry with her. He blamed her for his parent's separation.

As the weeks passed, Alberto opened up more and sat closer to her. On week eight, Alberto won a Starbucks gift card raffled during class. He invited his mother to go to Starbucks, where they talked for more than two hours. The class gave Rosa and Alberto the opportunity to spend time together without screaming or blaming. Now, they have dinner together as a family at least twice a week. Rosa offers more praise, and Alberto has stayed out of trouble.

Family Support Services

FSA-SMVYFC provided 1,211 families with in-depth services (Case management, education, referral follow-up)

Outcomes (After 6 months of service)

- 91% of families moved toward self-sufficiency
- 99% of families knew about community resources and how to access them
- 98% of Nurturing Parenting Class graduates tested as medium- to low-risk for corporal punishment

<table>
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<tr>
<th>Outcomes</th>
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<td>Parenting Class graduates</td>
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<tr>
<td>241</td>
<td>Healthy Relationship Class graduates</td>
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<td>58</td>
<td>Holistic Defense clients served</td>
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Helping Families Develop Positive Relationships

Ten-year-old Leticia's frequent tantrums often lasted for an hour and occurred multiple times a week. Concerned about her disrespectful and verbally aggressive behavior, her parents contacted the Outreach Mentor at their school, who referred them to FSA's in-home parent education program in Santa Maria.

Our parent educators met with Leticia's parents for several weeks, presenting pro-social skills. The parents learned age-appropriate behaviors for their daughter, the importance of praise and celebrations, the benefits of setting household rules and routines, and the importance of being consistent with rules and consequences.

A breakthrough occurred when the parents realized they were yelling a lot and saying things they did not mean out of anger. Leticia's parents learned the importance of family play and began implementing it daily. As a result, Leticia learned to express her needs in a positive way, and her tantrums stopped.

Leticia has learned to respect the household rules, and the family is enjoying a more peaceful home environment.

Leticia’s parents are grateful for FSA's assistance in helping them develop more positive interactions with their daughter.

Youth & Family Behavioral Health

358 people provided with 2,509 hours of mental health counseling

Outcomes (by the end of treatment)

75% reduced problematic affect and/or behavior

67% achieved at least one treatment goal
Working Through the Stress of Caregiving

When her father, Lewis, was diagnosed with Lewy body disease, Shirley felt overwhelmed. Lewis had recently moved in with Shirley and her husband, and the couple realized they were facing new challenges on how to deal with Lewis and his symptoms.

Shirley was sad, frustrated, and at times, angry and scared. She loved her father yet felt ill-equipped to care for him. Believing it was her duty to care for her father, she felt guilty for having any negative thoughts.

Shirley began participating in our Caregiver Support Group and found comfort from the other members as well as a place to share her fears and concerns.

She also worked through her feelings of guilt and frustration through individual counseling. Shirley was able to recognize and discuss how her father’s presence put additional strain on her marriage.

Because of the support she found in the group and individual counseling, Shirley says she feels better equipped to manage her father’s care. She learned to care for herself, too.

Senior & Caregiver Mental Health

167 seniors and caregivers were provided with 3,179 hours of counseling.

Outcomes (by the end of treatment)

- 98% made progress on treatment goals (such as self-care, finding resources, etc.)
- 96% increased access to community resources
- 96% demonstrated increased adjustment to life’s circumstances

Case Management for Victims of Elder Abuse

Case management provided for 34 seniors
Long-Term Care Ombudsman

1,952 visits to assisted living and long-term care facilities
1,576 residents were assisted with:
- Quality of Care Issues
- Advance Health Care Directives
- Resident Rights Education
- Referrals to Partner Organizations

Outcomes

75% of issues were satisfactorily resolved

A Family Comes Together For Their Mother’s Care

Iris was living in a long-term care facility when the symptoms of her dementia progression. Her family members disagreed about the level of care she required, and a feud erupted about what to do next.

The family contacted FSA’s Long-Term Care Ombudsman program for help. Our Ombudsman collaborated with the staff at the facility to discuss Iris’ changing condition. Together, we met with the family members to hear their concerns and explore the safest alternatives for Iris.

Eventually, the entire family began to accept the changing progression of Iris’ condition. By guiding the family in its decision to move Iris from assisted living to skilled nursing within the same facility, Iris is now receiving the care she needs, and the family members are once again at peace with one another.
Cooking Up Dreams, April 12, 2019

PCPA 2018
July 29, 2018

Honoring Santa Maria Valley Youth & Family Center founder Will Rogers.

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Senior Expo
October 3, 2018

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Senior Programs of Santa Barbara
Union Bank

YOUTH:
1st place winner - Ian Grose, "Golden Hour"
2nd place winner - Jacob S. Grossi, "Father's Day"
3rd place winner - Wil Sillers, "Soarin' over California"

PROFESSIONAL:
1st place winner - Michael Collins, "Lompoc's Danny Duffy at Dodger Stadium"
2nd place winner - Michael Collins, "Double Lightning"
3rd place winner - Dan Quinajon, "FAITH"

FSA EMPLOYEES & FAMILIES:
1st place winner - Mackenzie Taylor, "The Big Catch"
2nd place winner - Denise Hinkle, "Sunset at Hendry's"
3rd place winner - Bianca Ruvalcaba, "Soaring through Jalama"

Lompoc Photo Contest,
October 22, 2018

Dos Pueblos student, Jacob S. Grossi
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:

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

fsacares.org/support
Financials

Total Revenue: $11,349,887 100%
- Public Funding $9,434,419 83%
- Investments & In-Kind $805,147 7%
- Foundations $768,011 7%
- Individuals & Businesses $228,211 2%
- Events (net) $114,099 1%

Expenses: $11,301,775 100%
- Program Services $9,735,454 86%
- Administrative $1,087,276 10%
- Fundraising $479,045 4%

Program Expenses: $9,735,454 100%
- Youth & Family $5,114,085 53%
- Family Support Services $3,293,693 34%
- Senior Services $862,139 9%
- Big Brothers Big Sisters $305,695 3%
- Holistic Defense $159,842 1%

All figures are pending a final audit.

Partnering with:
Save the Dates

Cooking Up Dreams
April 17, 2020

PCPA Theatre Performance & Fundraiser
July 2020

Senior Expo of Santa Barbara
October 7, 2020

We’re here where we are needed

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

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123 West Gutierrez Street
Santa Barbara, CA 93101
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