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  83% of parenting class graduates reduced their risk for child abuse/neglect

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  100% of students surveyed showed a reduction in symptoms of depression

- **Outreach Mentors** 8
  64% of students surveyed demonstrated an improvement in behavioral issues

- **Youth Mental Health First Aid** 9
  440 adults received certification to help identify and respond to youth in crisis

- **Youth & Family Behavioral Health** 9
  79% achieved at least one treatment goal

- **Senior Services** 10-11
  89% made progress on a treatment goal

- **Long-Term Care Ombudsman** 12
  3,201 residents of assisted living and long-term care facilities were assisted

- **Additional COVID Relief** 13-14
  Processed 2,800 financial relief applications; helped 58 farmworkers quarantine/isolate

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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 **27,858** individuals through in-depth services and information and referrals.

Additionally, we processed **2,866** applications for COVID-19 relief programs from 7/1/2020 to 6/30/2021 resulting in **$13,283,215** in financial assistance awarded in partnership with the County of Santa Barbara, United Way of Santa Barbara County, the Joint Response Effort, the City of Santa Barbara, and the City of Goleta.
Dear Supporters,

If we’ve learned anything during this unusual time, it’s that you never know when you’re going to find yourself in a position of needing help, or of being able to offer help. Giving and receiving can be true lifelines, and most of us fall into both categories.

During the past year, Family Service Agency, which also includes Santa Maria Valley Youth and Family Center as well as Guadalupe’s Little House by the Park, has certainly benefited from both giving and receiving. We have provided basic needs assistance, parent support, and mental health counseling for more than 27,000 Santa Barbara County residents. Of those, about half received in-depth assistance such as education, case management and mental health counseling, and about half received help with information and referrals to essential community services. Unfortunately, it’s going to take us all a long time to re-stabilize from this pandemic, and that is what FSA is here to help with.

On the receiving end, partnership has been one of the greatest gifts of this difficult time. Partnering with public entities such as the County and cities, other nonprofits, school districts, businesses, private foundations and donors has provided FSA with the courage, strength, resources, and insight needed to continue to effectively forge ahead. The collaboration has multiplied our collective impact and will continue to ensure the widest and deepest continuum of assistance possible for community members in need. We thank you for this, and look forward to our continued work together.

During the 2020-21 fiscal year, our focus has been on helping community residents make it through the pandemic, as intact as possible, and on helping community members re-stabilize and recover. This work would not have been possible without your partnership and support.

Our sincere gratitude,

Robin Doell Sawaske
Co-President

Terri Zuniga
Co-President

Lisa Brabo
Executive Director
Heartfelt Thanks

"...Thank you for everything. Your assistance has been extremely helpful to our little family. I appreciate the help and your consideration. Much love heads your way..."

I want to thank Family Service Agency and the United Way for saving my home. It is not easy to ask for money especially when you always took care of yourself. I was embarrassed and you all made me feel very comfortable. I am so very grateful and it goes beyond words.

"Thank you so much, I'm so grateful to this organization for allowing me a much needed financial break. From my heart."

You are making a difference in our community.

Your services have provided me something that I was beginning to feel was missing in my life as I'm getting older & more alone. So happy to hear FSA being interconnected with so many other local organizations. Feel your providing a safety net for me. Thank you, congratulations on knowing what's needed in our community and taking action.
A Family Works Towards Self-Sufficiency

Single mother, Gloria, was having a difficult time getting approved for rentals due to her minimal income and lack of credit history. An FSA Family Advocate helped her find and complete dozens of rental applications and stay updated on affordable housing options for her family.

In May 2021, Gloria was able to secure an apartment with the help of a co-signer. However, the rental costs consume most of the family’s monthly income. To help with the challenges of a limited income, FSA assisted the family in obtaining scholarships for after-school care, hygiene items, food and clothing as well as a few special holiday items.

Recently, Gloria’s eldest child (not pictured) expressed a desire to work so he could help the family financially. He was referred to a young adult employment program where he completed a formal training. The Advocate continues to work with the family and school to support his employment and academic efforts.

Despite facing multiple challenges, the young family continues to work towards their goals to being financially stable.
Josfina was concerned over her daughter's lack of interaction with her grandchild. Her daughter, Gabriela, wasn't taking much interest in the child's development and was frequently leaving the child in Josefina's care.

Desperate to support her grandchild's development, Josefina enrolled in the Strengthening Families Program. She learned various skills to improve her communications with Gabriela and how she could help her own child become a better parent.

Gabriela would overhear her mother participating in the parenting class being conducted online. She began inquiring about specific parenting techniques and services being offered at Family Service Agency. Eventually, Josefina motivated her daughter to engage in services for herself and her child.

Gabriela signed up for our Nurturing Skills for Families class, which is tailored for families with younger children. Other than her parents, Gabriela had limited social and financial supports, including no communication with the child’s father. Since attending the class, Gabriela has taken a more active role in ensuring her child is meeting developmental milestones.

Gabriela continues to work on strengthening her relationship with her child. She spends more quality time with her, preparing meals, conducting bath and bed time routines, and showing more affection towards her.

Josefina and Gabriela have not only learned better parenting skills, but strengthened their own relationship, allowing them to build a stronger support system within their family.

142 Parenting Class graduates

51 Healthy Relationship Class graduates

83% of parenting education graduates reduced their overall risk for child abuse/neglect
A Student Reduces Anxiety

“Nicholas” witnessed his mother slip into a diabetic coma and be rushed to the hospital by paramedics. He was having trouble sleeping, had flashbacks of the terrifying event, and was constantly worried that something bad was going to happen to the people he loved. His fears only grew when the COVID-19 pandemic hit and some of his extended family members were exposed to the virus.

Nicholas’ anxiety was making it hard for him to concentrate on his school work. His teacher noticed that he seemed less confident and enthusiastic, so she referred him to school-based counseling.

Nicholas’ counselor guided him to create a narrative of the traumatic event, which he was able to share with his mother. This experience helped Nicholas feel more comfortable with sharing his feelings and asking for emotional support.

Nicholas completed his treatment and felt proud of his ability to manage his worry and communicate his feelings and needs with others. His sleep improved, his flashbacks stopped, and he was able to finish his fifth grade year with hope and optimism.

School-Based Counseling

650 youth received 7,975 hours of mental health counseling

Outcomes

- 100% of those surveyed showed a reduction in symptoms of depression
- 93% of those surveyed showed a reduction in post-traumatic stress symptoms
- 98% of parents were satisfied with the support their children received
- 95% of Intensive In-School clients remained in the regular school setting

School Outreach Mentors (Santa Maria)

1,039 youth received short-term school-based support

Outcome

64% of those receiving help for behavior issues improved their behavior
Gaining Self-Esteem After A Traumatic Childhood

“Angelica” entered into our Intensive In-Home Program and started therapy when she was 11 years old and living in a foster home in Guadalupe.

Growing up Angelica experienced complex trauma including emotional and physical abuse. She was removed from her mother’s care at age five and has been in and out of the foster care system ever since. Angelica displayed significant depressive symptoms such as low self-esteem, lethargy, and little interest or pleasure in doing things. She blamed herself for her being removed from her mother’s care. She experienced regular suicidal ideation and attempted suicide through the ingestion of pills.

With consistent therapy multiple times a week facilitated by a dedicated and caring therapist, Angelica slowly learned to trust another person. She learned ways to challenge her negative automatic thoughts with positive self-talk. Every morning she would say aloud, “I am loved, I am beautiful, and I am worthy.”

Over time, her self-esteem increased, her depression decreased, and she started to enjoy life. Angelica has had no suicidal ideation or self-harm for several months. Angelica now has friends where previously she had none. She brightens up and giggles when talking about them. She recently reunified with her mother, and both are invested in repairing their relationship.
Supporting Seniors and Caregivers

Senior & Caregiver Mental Health
150 seniors and caregivers were provided with 4,262 hours of counseling

Outcomes (by the end of treatment)

- 89% made progress on treatment goals (such as self-care, finding resources, etc.)
- 87% increased access to community resources
- 84% demonstrated increased adjustment to life’s circumstances

Caring For an Elderly Parent

Nadia is a caregiver for her 84-year-old mother, Elana, who moved in with Nadia and her family of six after Covid hit. Nadia was concerned for her mom’s health and well-being and wanted to make sure Elana was properly cared for.

In addition to caring for her Mom and family, Nadia works full-time.

“I love having my Mom live with us, but I am so tired and stressed all of the time. It is hard to sleep, and I am sad a lot of the time. I don’t have time to do all that I need to do,” she said.

We first connected Nadia with resources for grocery delivery and respite care for her Mom. Then, we helped her build coping skills to manage her stress and to feel better equipped to deal with the challenges of being a family caregiver.

Nadia joined our Caregiver Support Group, and found herself among other people with similar situations. She discovered she was not alone.

With her counselor’s help, Nadia has developed ways to care for herself like walking, reading, and word games to ease her stress and anxiety.

“My circumstances haven’t really changed, but I know I can manage it now; manage it better than before. I am happier, my family is happier, and my Mom is safe and healthy.”

Case Management for Victims of Elder Abuse

Case management provided for 30 seniors
Long-Term Care Ombudsman

3,201 residents of assisted living and long-term care facilities were assisted with:
- Quality of care Issues
- Advance health care directives
- Resident rights education
- Referrals to partner organizations

Ensuring Quality of Care For Vulnerable Seniors

During much of the COVID-19 pandemic, residents were limited to their facilities, and their family/friends were not been able to visit because of the possible risk. This was tremendously difficult for residents and family/friends alike.

Ombudsman Representatives worked with residents, families/friends, and facilities to help increase contact as well as to help navigate concerning issues. The isolation experienced by residents has been traumatizing for many, leaving much to work through.

Now that access to facilities is open again, even if under specific restrictions, Ombudsman continue to work with all parties to decrease isolation and increase quality of care.

If you are interested in volunteering as an Ombudsman Representative, and making a difference in the life vulnerable seniors, visit Volunteer4seniors.org.

Outcome

75%

of quality of care issues were satisfactorily resolved
Additional COVID-19 Relief

A Mother Finds Hope

“From the bottom of my heart, I am forever grateful to everyone involved in approving my application. I have struggled for a really long time providing a home and food for my children during COVID-19. I have felt ashamed in front of my children due to my financial struggles.

With the help I received, my children now see a mother who has hope. I still shed happy tears for the assistance.

Hopefully, someday I can help others the way I have been helped. The assistance I have received has been life changing. Thank you again for all of your help, it has really made a difference for my family.”

—Written by a Joint COVID-19 Response Effort recipient and single mother of two children

Financial and Rental Assistance

COVID-19 Joint Response Effort
910 applications
$822,448 awarded by

City & County Rental Assistance
611 applications processed
$2,318,098 awarded

CARES Act Funding
39 applications
$48,740 awarded

Emergency Rental Assistance Program
1154 applications
$9,754,339 awarded

City of Goleta
Community Development Block Grant
107 applications
$193,000 awarded

Unincorporated County
Rental Assistance
45 applications
$146,590 awarded
Our family was impacted with COVID-19 this past June. When we first were diagnosed, we didn’t have any help other than simple instructions of the disease and that we had to be in quarantine for 14 days. We were left to cope with this on our own.

For two days we stayed in the car and suffered from heat exhaustion, and at night we were cold. No food or showers which made it more complicated and depressing to deal with.

We finally reached out to 2-1-1 and learned that Family Service Agency was helping agriculture workers through its Housing for the Harvest program. FSA’s staff helped us get a hotel room for the 14 days. The staff made sure we all had healthy food and everything else we needed.

If it wasn’t for their everyday check-ins and hearing them cheering us through as the days went by, we wouldn’t have made it.

We’re so thankful for the team and for helping us recover.

—Written by Karen and Luis Martinez, Housing for the Harvest participants

Supporting Farmworkers Under Quarantine

Our family was impacted with COVID-19 this past June. When we first were diagnosed, we didn’t have any help other than simple instructions of the disease and that we had to be in quarantine for 14 days. We were left to cope with this on our own.

For two days we stayed in the car and suffered from heat exhaustion, and at night we were cold. No food or showers which made it more complicated and depressing to deal with.

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If it wasn’t for their everyday check-ins and hearing them cheering us through as the days went by, we wouldn’t have made it.

We’re so thankful for the team and for helping us recover.

—Written by Karen and Luis Martinez, Housing for the Harvest participants

Housing for the Harvest (H4H)

Operated tri-lingual intake line for 303 consecutive days

Supportive care for 58 people in quarantine/isolation

Scheduled 250+ vaccine appointments

Distributed 22,000+ PPE kits to the farmworker community
Advocating for a Healthy Community

Developing a New Generation of Community Leaders

Guadalupe Community Changers is a group of parents who support the development of community projects. This group works with The Little House By The Park to encourage other parents to be more engaged in their children’s education, and offer leadership opportunities for their own development.

Projects completed between July 2020-June 2021:
• 2020 Census Caravans in Guadalupe
• Free Little Library
• Voting Campaign
• Guadalupe Community Clean-ups
• Distribution of PPE in Guadalupe
• 9th Annual Reading Festival
• North County Food Resilience Equity Sustainability and Action

Helping Low-Income Seniors Transition

“Beth and Tom” lived in neighboring apartments and were long-term life partners. Both had severe mental illness. Their declining mental and physical health made it increasingly challenging for them to continue living independently. Both had extreme difficulty passing their annual Housing Authority inspections.

As Beth and Tom were no longer able to care for themselves or each other, they were becoming targets of abuse from others. For fear of being separated, the couple declined offers of support and vehemently expressed a desire to remain at home. In December 2020, both individuals received eviction notices for lease violations.

Witnessing their vulnerabilities, compounded by the pandemic, our Supportive Services Case Manager coordinated care between multiple agencies: Adult Protective Services, hospice, mental health providers, primary care physicians, and their landlord. Through extensive collaboration with these agencies and conversations with the clients to prepare them for readiness to change, their eviction was prevented.

In early April 2021, Beth and Tom voluntarily moved to a local skilled-nursing facility for long-term care where they now share a room and can receive the care they both need and deserve.

Guadalupe Community Changers

Community events organized by 11 Volunteers

Case Management

Supportive services to 470 low-income residents

Holistic Defense

58 clients served
Events

Cooking Up Dreams — May 15, 2021

PRESENTING SPONSORS:
Tania & John Burke
Marni & Michael Cooney

CHEF SPONSOR:
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Sybil Rosen

MEDIA SPONSORS:
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We partnered with Santa Barbara County Public Health Department, Sansum Clinic, Cottage Health, Hospice of Santa Barbara, and VNA Health to organize mobile flu shot clinics at senior housing complexes.
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*
Marni & Michael Cooney
Lori Daffron & Jim Hoskins
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JoAnne Meade Young & Michael Young

*deceased

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Deanne & Tom Violich
Valentine Family Foundation
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If you have included FSA in your estate plan and are not on this list, please call us at 805.965.1001 x 1267.

“FSA has always found a way to help those in need, expanding the depth of its programs when necessary. It is truly an asset to our community.”

-Marni Cooney
Cynthia & Hugo Lara
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“The work FSA does is so important to our community year in and year out, but in 2020 in particular these services were invaluable to so many.”

-Sandy Nordahl
Ways to Give

- Donate in honor of a friend or loved one.
- Provide continuous support through monthly giving.
- Check with your employer to see if your company has a matching gift program.
- Volunteer to Long-Term Care Ombudsman, or provide program or event support.
- Join the Neighborhood House Society by including FSA in your planned giving.

fsacares.org/support

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Vons of Montecito
World Dance for Humanity
Zodo’s Bowling & Beyond
Zoe Carter Massage

Donated jackets distributed to youth.
Financials

Total Revenue: $14,800,786
- Public Funding $12,590,643 (85%)
- Foundations $1,191,054 (8%)
- Individuals & Businesses $589,183 (4%)
- Investments & In-Kind $316,970 (2%)
- Events (net) $112,936 (1%)

Expenses: $13,883,653
- Program Services $12,147,728 (87%)
- Administrative $1,273,096 (9%)
- Fundraising $462,829 (4%)

Program Expenses: $12,147,728
- Mental Health $5,937,595 (49%)
- Family Support Services $4,327,675 (35%)
- Senior Services $1,429,462 (12%)
- Other Programs $367,185 (3%)
- Big Brothers Big Sisters $85,811 (1%)

All figures are pending a final audit.

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fsacares.org
When you can’t do it alone, FSA provides hope, strength, and stability.

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