Family Service Agency

Annual Impact Report

2025-26



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A message from OUR CEO AND CO-PRESIDENTS



Dear Friends,

Thank you for being champions of vital causes, the work of nonprofits, and, most of all, members of our community. This year of significant change stands out in the level of partnership between organizations of all types, grounded in community needs, and focused on community well-being.

Family Service Agency is honored to be part of this amazing, caring region we call home. Our strengths-based assistance supports children, families, and older adults through community and school-based behavioral health services, basic needs resources, advocacy, skill-building, and education programs.

We are incredibly proud this year to be expanding this continuum of services through a merger with Sanctuary Centers of Santa Barbara. Sanctuary Centers has served adults living with serious mental illness and co-occurring disorders since 1976, offering residential care, outpatient services, supportive housing, and integrated health services. Together, we are stronger and unified in service to the Central Coast.

In addition, FSA was recently designated as the Area Agency on Aging for Santa Barbara and San Luis Obispo counties. With this important responsibility, FSA has assumed full programmatic, fiscal, and administrative coordination for critical older adult

and caregiver services under Title III of the Older Americans Act—all designed to support aging well at home and in the community.

We also want to acknowledge something that is true of the broader nonprofit landscape and is certainly true for FSA: this is a difficult funding environment. Federal, state, and county resources for the services our community depends on are under pressure, and the uncertainty that creates is real. We are navigating this thoughtfully through diversifying our funding, strengthening our partnerships, and making deliberate decisions about where and how we grow. We are forever grateful to our board, donors, philanthropy, and community partners for the stability and trust they continue to provide.

Finally, we want to honor a milestone that is both a celebration and a farewell. After 30 years with Family Service Agency, our Chief Strategy and Operations Officer, Denise Cicourel, will be retiring in January of 2027. Denise joined FSA as a school-based counselor and helped guide this organization through every phase of its evolution, including the mergers that brought Santa Maria Valley Youth and Family Center, Little House by the Park in Guadalupe, and most recently Sanctuary Centers together with FSA under one roof. This tremendous community impact was supported by Denise's steady hand, her institutional knowledge, her deep empathy, and her genuine investment in the people and communities FSA serves. We are deeply grateful.

Change, by nature, asks something of us. This year asked a great deal and the people of FSA rose to meet it. That is what 127 years of service to this community looks like in practice.

With gratitude,

Linda Sessler
Board Co-President

Robert Janeway
Board Co-President

Lisa Brabo
Chief Executive Officer

Family Service Agency

Growing Our Reach, Strengthening Our Community



Two Organizations, One Continuum of Care

Sanctuary Centers of Santa Barbara has served adults living with serious mental illness and co-occurring disorders since 1976, through residential care, outpatient services, supportive housing, and integrated health services. This year, Sanctuary Centers and FSA joined together, each bringing deep expertise and long-standing community trust. The combined organization can serve people at more stages of life and across a fuller range of needs. Integration is well underway, with teams from both organizations working side by side.

Supporting Aging Services Across Two Counties

FSA is the Area Agency on Aging | San Luis Obispo & Santa Barbara Counties



As of October 1, 2026, FSA is the Area Agency on Aging for Santa Barbara and San Luis Obispo counties. The designation gives FSA full programmatic, fiscal, and administrative coordination of older adult and caregiver services under Title III of the Older Americans Act, all designed to support aging well at home and in the community. FSA has supported older adults for decades, and this role extends that work across a region. Older adults and caregivers can find resources and local support at ***aging.fsacares.org***

Helping Neighbors Keep Their Medi-Cal

CENTRAL COAST COVERAGE

Central Coast Coverage is a joint effort with CenCal Health, our regional Medi-Cal health plan, and other regional partners to help people understand upcoming Medi-Cal changes and keep their coverage. The website explains renewal deadlines, what to watch for in the mail, and how to reach a Medi-Cal navigator for one-on-one help. Learn more at ***centralcoastcoverage.org***

Honoring Denise Cicourel



Denise Cicourel joined FSA 30 years ago as a school-based counselor. She also worked as grants writer and manager before her role as Chief Strategy and Operations Officer. Denise helped guide FSA through mergers with Santa Maria Valley Youth and Family Center, Little House by the Park in Guadalupe, and Sanctuary Centers of Santa Barbara. Denise retires in January 2027, leaving an organization shaped by her steady leadership and care for the communities it serves.

Family Service Agency

Real Help for Real Life

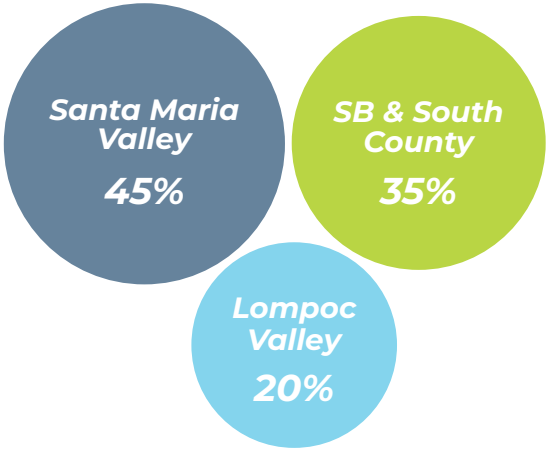
Since 1899

*Last year, we helped **16,069** Santa Barbara County residents.*

*In-depth services provided to **11,020.***

*Connection and referrals to local resources provided to **5,049.***

Regions Served



Ages 0 to 96



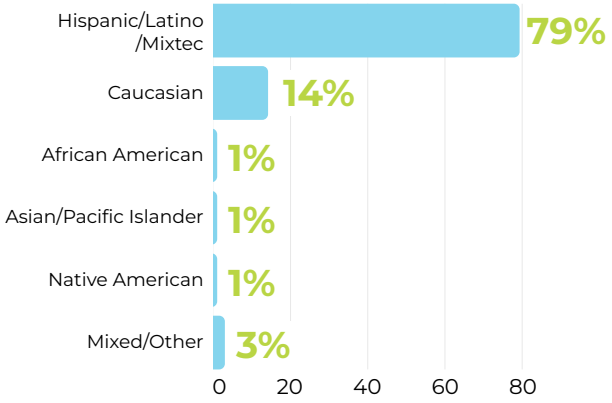
People Served by Gender

Female	Male	Nonbinary
58%	41%	1%

People Served by Income Level

Very Low Income	Low Income	Moderate Income
31%	61%	8%

People Served by Race/Ethnicity



One Number to Call

In 2025-26, FSA Connect, FSA's centralized intake line, received 1,828 calls from people looking for support. Callers reach a person who can connect them with the right FSA program, without needing to know which one to ask for.

Call (805) 842-5148

Family Support Services

Building Resilience

2,823 parents & caregivers received in-depth Family Advocacy services
807 individuals received help navigating benefit applications, including food assistance, health insurance, and completing required documents
3,676 referrals were provided to connect individuals with community resources

85%
of referrals resulted in successful connections to community resources

92%
of families made progress or maintained stability in accessing reliable child care

82%
of families moved toward or maintained self-sufficiency

92%
of families made progress or maintained stability in building job search skills to pursue employment

Parent Education Workshops

Healthy Relationship Graduates: **94**
93% said that the program positively supported their parenting

Fatherhood Education Graduates: **42**
95% said the program provided meaningful support to address parenting challenges

Parenting Class Graduates: **298**
99% of graduates felt more confident and positive about themselves as parents after participating in the program



After the Fire

Javier's family rebuilt their life, and helped others do the same

For this family, change arrived in the middle of the night. On a cold night in September, 12-year-old Javier woke up to find his home on fire.

The gas leak that caused the blaze took everything: his family's belongings, their sense of safety, and the place they had called home. In the weeks that followed, symptoms of trauma began to manifest: Javier had difficulty sleeping, nightmares, flashbacks, and a growing struggle to concentrate at school. The family moved into a relative's home, sharing a single room in a home with ten other people while they waited for news about repairs that never seemed to come. Months passed, and the uncertainty compounded their loss.

When FSA connected with the family in January through its Enhanced Care Management program, their needs were layered and urgent. Javier was matched with a therapist to begin addressing the trauma responses that had taken hold since the fire. At the same time, FSA staff worked alongside the adults in the family on the practical and often overwhelming work of finding stable housing. FSA staff helped Javier's parents identify opportunities and resources, then navigate systems and applications. Their case manager worked to provide practical resources and the kind of steady, individualized support that makes complex systems feel manageable.

In mid-April, Javier's family finally found a place of their own. FSA helped them apply for CenCal Health's Housing Deposits program, which provided additional financial assistance to replace what the fire had taken: beds, a table, a microwave, the everyday items that turn a space into a home.

The family expressed deep relief and gratitude. They began telling relatives about the support they received from FSA during one of the most stressful events of their lives. Several family members have since connected with us and are now receiving help of their own.

Javier continues in therapy and is showing real improvement in his trauma symptoms. His family reports feeling safe and settled in a way they haven't since before the fire. Trauma changes people, but so does healing. We believe this story reflects that, with the right support at the right moment, people are remarkably capable of finding their footing again. Javier's family did, and they brought others with them.

School-Based Therapy

Youth Mental Wellness

566 youth received **6,046** hours of on-campus mental health therapy in seven school districts across the county

83% maintained placement in a regular school setting	**80%** showed reduced post-traumatic stress symptoms	**98%** of parents and students were satisfied with support	**85%** showed reduced symptoms of depression

347 students completed pre- and post-assessments using the Pediatric Symptom Checklist (PSC), a screening tool that helps identify emotional and behavioral concerns in children through self-reports or parent reports.

93% *of the children and youth receiving School-Based Therapy reported feeling less sad*

94% *of children improved or maintained respect for others' belongings*



Mental Health First Aid

In partnership with YouthWell

YMHFA (Youth Mental Health First Aid)

303 adults empowered to support youth well-being

tMHFA (Teen Mental Health First Aid)

268 students trained to support peers

Mia's Path to Graduation

Mental health support helped make graduation possible

Mia had dreamed since childhood of graduating alongside the cousins and friends she grew up with. But after years of depression, anxiety, and suicidal thoughts, that dream began to feel out of reach. She fell behind academically and transferred to an alternative education program for her senior year.

In fall 2025, Mia agreed to meet with an FSA school-based therapist. Their first conversation gave her hope that change was possible. With one goal in mind—returning to her traditional high school—Mia committed to weekly therapy, working to better understand herself and develop healthier ways to manage difficult thoughts and emotions.

By April, Mia had earned her way back. She continued therapy via telehealth, maintaining her progress while completing the school year.

Then, in June, Mia called her therapist with wonderful news: she would graduate alongside her friends and cousins. The childhood dream that once seemed lost was hers again.

Mia's journey reflects the power of integrated school-community partnerships. FSA is proud to have provided clinical support during a critical time and grateful to the school staff, administrators, and district whose sustained commitment helped Mia reach this milestone.

Care Close to Home

Promotora Family Advocates

2,306 students and **1,813** families received support and referrals
767 families participated in a clothing distribution program

1,026 *outgoing referrals were provided*

of those

90% *were successful connections*

873 *individuals received at least one outgoing referral*

of those

92% *successfully connected to at least one of their outgoing referrals*

Youth & Family Behavioral Health

272 individuals were provided with a total of **2,748** mental health therapy sessions

73% *of people served showed a reduction in emotional and behavioral symptoms*

74% *of people served achieved one or more mental health treatment goals*

Nearly **two-thirds** of clients discharged from our county-funded Youth & Family Behavioral Health counseling program moved to a lower level of care or completed treatment



Stronger Families, Rooted in Culture

With the right support, they rebuilt their connection, strengthened their family, and found a new way forward

When Mari and Paco were referred to FSA, their family was struggling. Ongoing challenges with substance use had affected their relationship, their household, and their children's daily lives. A case manager connected them with basic needs support and, as trust developed, encouraged them to enroll in FSA's Mixteco Connected Couples, Connected Families workshop, a 10-week program designed to strengthen communication, relationships, and family well-being through a culturally responsive, primary-language environment.

Week after week, Mari and Paco were among the most engaged couples in the program. They interacted with the facilitator and other couples before and after class, and often brought their teenage daughter with them. The workshops gave them a safe space to reflect honestly on how past patterns had affected their family, and practical tools to do things differently.

The changes followed them home. Paco described developing a new understanding of how his choices had affected his children and a genuine commitment to making different ones. As a couple, Mari and Paco now spend more quality time with their kids, communicate more openly, and approach conflict with greater patience. They have also enrolled in additional educational workshops through FSA and the broader community.

Mari and Paco's story illustrates what becomes possible when families have access to services that meet them in their own language and cultural context. Case management opened the door and a culturally responsive program gave them the tools. The rest, they did themselves.

Senior Wellness

Senior & Caregiver Mental Health

153 older adults and caregivers were provided with **3,457** hours of counseling

97%
of people served achieved at least two treatment goals

95%
increased adjustment to circumstances

94%
connected to resources

Senior Case Management

100% *of older adults agreed PEARLS support provided useful tools for daily life*

82 PEARLS participants received support through **569** sessions

174 older adults received support through **1,169** Case Management sessions

Long-Term Care Ombudsman

Advocating for over **5,000** residents of long-term care facilities

75% *of quality of care issues resolved satisfactorily*

2,158 visits to skilled nursing, assisted living and other long-term care facilities



A World Back in Bloom

At almost 70, Rosa discovered her dreams are still within reach

For Rosa, change had always felt like something to brace against rather than move toward. A lifetime of physical illness had taught her body to expect pain and her mind to expect limitation. By the time she was referred to an FSA therapist by her primary care physician, she had seen numerous doctors and specialists, none of whom could identify a physical cause for her recurring ulcers. The suggestion that therapy might help where physical medicine had not marked the beginning of a new chapter.

Rosa recognized that stress, anxiety, and mild OCD had been quiet companions since her youth, shaping her choices and narrowing her world. As therapy progressed, she began to understand how her inner life and physical symptoms were connected, and how much energy she had spent managing both alone.

Through guided meditation, Rosa learned to direct her attention toward the areas of her body where pain had taken up residence. Her therapist guided her to picture a warm light moving through her, softening what had long felt rigid and unyielding. During a session, something shifted. Rosa told her therapist that this light was something she'd tried to see and feel but never could, until that moment.

Rosa and her therapist turned their attention to her strengths. She found confidence in her track record of obstacles overcome and positive choices made. The more clearly she could see what she had survived, the more manageable her pain became, and the more she considered what might still be possible.

For years, Rosa had a dream of traveling to a place she found very meaningful. The fear of becoming ill far from home, of her body failing her at the wrong moment, and of the unknown unfolding in ways she couldn't control kept her from her dream destination for decades. This year, Rosa went anyway.

She came back changed. The trip wasn't without difficulty, but Rosa learned something essential about herself by going: that she can tolerate the unknown with bravery and meet rising tension with calm. At one of her final sessions, she told her therapist she not only felt better, but, at almost 70 years old, she had learned how to be brave.

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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“FSA provides crucial programs that make a real difference for people who need it in our community and I’m proud to support them.”

Steve Lyons

FSA President’s Circle Member

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In Memory of Shirley Ann Hurley
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Donate today to *Make a Difference*

Your support changes lives. Donate to help strengthen families, support mental health, and provide critical services to children, families, and seniors in our community—today and for generations to come. Visit ***fsacares.org/giving*** to donate!



Years of Commitment, a Lifetime of Impact

Honoring FSA's Long-Term Supporters

We are deeply grateful to our long-term donors, whose generosity over five to more than forty years has helped strengthen families, support youth, and care for seniors throughout Santa Barbara County.

5-9 Years

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Dorene Wellck
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Dr. Joe & Karen Peus
Dr. Michael & Becky Beiley
Dr. Robert & Christine Emmons
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40+ Years

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Wood-Claeyssens Foundation

34TH ANNUAL

Senior Expo of Santa Barbara

ACTIVE AGING FAIR FOR SENIORS & CAREGIVERS



October 15, 2025

34th Annual Senior Expo of Santa Barbara

Platinum Sponsors
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Santa Barbara Memory Care
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Westmont of Santa Barbara
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Fraud Awareness & Prevention Seminar

November 13, 2025

Sponsored by
Community Bank of Santa Maria
Santa Maria Times

Dreams in Bloom

127 Years & Growing

May 14, 2026

Honoring Ron Werft, Marni & Michael Cooney, and Molly Carrillo-Walker & Guy R. Walker



Peony

Sharon Bradford
Zora & Les Charles
Marni & Michael Cooney
Investment Group of Santa Barbara
The Wood-Claeyssens Foundation

Rose

Carole MacElhenny
Cottage Health
Steve Lyons

Lily

Anonymous
Jill & John C. Bishop
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FTI Services
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Montecito Bank & Trust
Tricia & Craig Price
Price, Postel & Parma LLP
Arlington Financial Advisors and Santa Barbara Trust Company
Mary & Ron Werft

Ron Werft ***Co-Chairs*** Jon Clark & Scott Wester

Partnership Award Recognizing his leadership in building community partnerships and expanding access to resources.

Marni & Michael Cooney ***Co-Chair*** Carole MacElhenny

Founders Award Honoring their more than 20 years of service, leadership, and generosity in advancing FSA's mission.

Molly Carrillo-Walker & Guy R. Walker

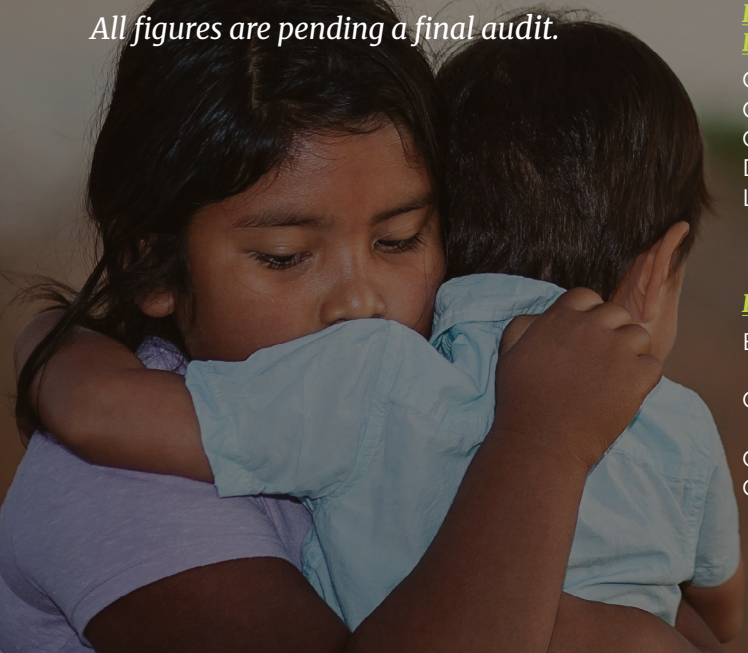
Champions Award Recognizing their dedication to empowering under-resourced communities and creating opportunities for others.



FSA Financials

Total Revenue	**$15,967,145**	
Public Funding	13,411,913	**78%**
Foundations	2,361,176	**14%**
Individuals & Business	726,207	**4%**
Investments	388,505	**2%**
Events (Net)	243,414	**1%**
Restricted to Next Fiscal Year	(1,164,071)	
Total Expenses	**$15,781,525**	
Programs	13,191,786	**84%**
Administrative	1,612,761	**10%**
Fundraising	976,977	**6%**
Programs	**$13,191,786**	
Youth & Family Behavioral Health	4,117,978	**31%**
Family Support	4,305,722	**33%**
Senior Services	2,393,523	**18%**
Other Programs	2,374,562	**18%**

All figures are pending a final audit.



More is possible with *amazing partners.*

City & Local Government

Cities in Santa Barbara County
County of Santa Barbara
Santa Barbara County Department of Social Services

Family, Youth & Community Support

Carpinteria Children's Project
CommUnify
Cuyama Valley Family Resource Center (CVFRC)
Future Leaders of America
Mixteco Indigena Community Organizing Project
People Helping People
YouthWell

Healthcare & Behavioral Health

CALM
CenCal Health
Cottage Health
Dignity Health
Lompoc Valley Community Healthcare Organization, Inc.

Education & Schools

Buellton Union School District
Carpinteria Unified School District
Goleta Union School District
Guadalupe Union School District
Hope School District
Lompoc Unified School District
Santa Barbara Unified School District
Santa Maria-Bonita School District
Santa Barbara County Education Office

Housing Support

Housing Authority of the City of Santa Barbara (HASB)
HASBARCO
People's Self Help Housing

Legal, Advocacy & Social Justice

805UndocuFund
CAUSE
Legal Aid Foundation of Santa Barbara County
Pacific Pride Foundation

Food, Basic Needs & Community Resources

ACCESS Central Coast
Foodbank of Santa Barbara County
LEAP

Community Development

Santa Barbara Public Library

Tribal & Regional Services

Santa Ynez Band of Chumash Indians
Tri-Counties Regional Center

Family Service Agency

Thank you!



SANTA BARBARA

123 West Gutierrez St.
Santa Barbara, CA 93101

SANTA MARIA

105 North Lincoln St.
Santa Maria, CA 93458

LOMPOC

101 South B St.
Lompoc, CA 93436

THE LITTLE HOUSE BY THE PARK

234 Calle Cesar E Chavez
Guadalupe, CA 93434

CARPINTERIA

5201 8th Street,
Suite 202A
Carpinteria, CA 93013

Are you in need of services? Call our staffed direct line at (805) 842-5148 today!