

Annual Report 2020-2021



FAMILY SUPPORT SERVICES
KEEPING FAMILIES HEALTHY AND INTACT



Dear Friends,

As I reflect on this past year, we cannot deny that we have faced challenges. While our staff continued to provide exceptional programs and services doing whatever it took to keep Family Support Services true to our mission, we dealt with labor

shortages, shifts in funding, COVID-related illness, and many more families in crisis. It has all been quite daunting yet we persevered and became a source of strength during this difficult period for the families we served. We embraced the changes resulting from enduring a global pandemic, and we learned and implemented new ways of engaging our clients. We gained a new appreciation for technology and its use in connecting us safely with those in need of our services. We did not know if clients would participate in therapy sessions, IEP school meetings, support groups, or family care interactions via Zoom, but they did.

We are known for being present to support and advocate for our clients during moments of crisis and that did not change during

the pandemic. Our clients continued to rely on us to make their challenging circumstances more bearable.

Fiscal year 2021 was transformative; we focused on moving from survival thinking to thriving and adapting to our new normal to be the most responsive and impactful agency possible. The landscape has changed, and nearly every component of our work is different; with staff shortages, funding shifts, inflation, and increases in community violence, it has been a tough period.

The philanthropic spirit of our donors and government partners supported the resilience of our staff and Board of Directors. In the aftermath of the pandemic, I am grateful that you, our donors and partners, have been consistent in your generous support.

We thank you for believing in this work and remaining connected as we all do our best “to nurture children, youth and caregivers to keep families healthy and intact!”

My sincere appreciation,

Cheryl

Family Preservation Programs

Family Preservation Programs seek to keep families healthy and intact! The desired outcome is to prevent child neglect and abuse through educating parents, reducing stressors, and building upon each families' unique strengths. Our programs promote positive parenting to keep children safe.

San Francisco

- 43 families served & 18 families graduated from the program

Alameda County

- 51 families served

Growing Up Strong (mental health therapy)

- 29 children served

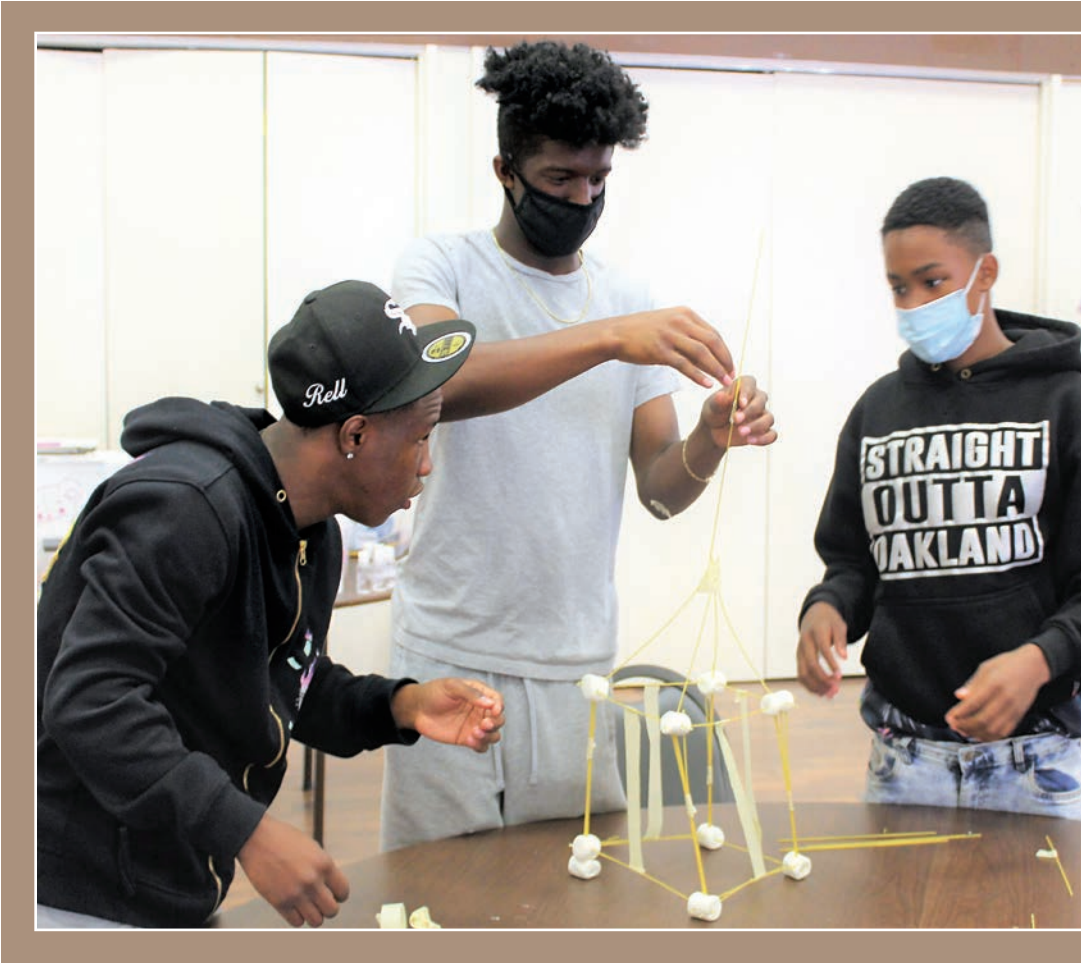


New Program!



“EPIC Fathers” Launched in 2021 with the support of the Kaiser Community Benefit Foundation. Encouraging Parents In the Community (EPIC) Father’s support group was designed specifically for fathers. The purpose of the group is to provide a platform where fathers will be celebrated and encouraged. Their experiences and opinions are valued as they navigate the challenges and triumphs of fatherhood.

In June, we invited our clients to enjoy a **Family Day at the San Francisco Zoo**. The families were welcomed with goodie bags filled with toys, activity items, snacks, drinks, and safety kits. More than 20 families with children attended and all reported having a great time. Families that, for one reason or another, could not make it to the event were also given tickets to go to the zoo on their own time.





Kinship Supportive Services

Serving Kinship, Guardianship, and Foster Families:

This program is known throughout Alameda County as the place to seek supportive services if you are raising children whose biological parents are absent. The program served over 315 caregivers and children.

Program Highlights:

- Case management services to caregivers
- Weekly support groups
- Crisis intervention for caregivers in dire situations
- Mental health referrals
- Educational workshops including our annual Kinship Conference
- An academic after-school and summer program for children living in kinship and/or foster care



- **San Francisco:** 14,316 hours of respite provided to 88 families
- **East Bay:** 36,373 hours of respite provided to 118 families

Respite/Child Care

Respite/Child Care is specialized care designed to give parents, RFA (Resource Family Approved) parents and other caregivers a break from the daily demands of caring for their children, many of whom have special needs.

During the unprecedented years of COVID-19, the Respite/ Child Care Programs pivoted their services to continue to meet the needs of our families, such as the creation of “Adventure Time,” a virtual child engagement program in San Francisco.

“We are so grateful for the service and support! Getting connected to respite and during COVID was a life saver for us! As newer foster parents, we were not aware of this incredible service that was provided to us and were so happy once we learned about it. It was so challenging when the pandemic hit to juggle shifting to working from home ourselves without childcare as an option for our 4 year old foster daughter, so the hours we were approved to use allowed us to have uninterrupted work time as well as much needed down time....”

-Jennifer, Alameda County Resource Parent

Gratitude

Thank You to Our Supporters

Major Government Partners

Alameda County Social Services Agency
Alameda County Health Care Services Agency
City and County of San Francisco Human Services Agency
City of Oakland: Oakland Fund for Children and Youth
Contra Costa Employment and Human Services

\$10,000 and Above

Best Buy Foundation	Sutter Health
Kaiser Permanente Community Benefits	Ross Stores Foundation
Quest Foundation	

\$2,000 - \$9,999

Anonymous Benefactor	Meredith and Harry Endsley
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Children's Support League of the East Bay	Kirkland & Ellis LLP
David and Tiffany Coultas	Andy Kivel and Susan Goldstein
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Danem Foundation	Lowell Berry Foundation
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Family Support Services thanks ALL of our amazing donors. Due to space limitations, we are highlighting those over \$250 for the Fiscal Year July 1, 2020 – June 30, 2021.

\$1,000 - \$1,999

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Financial Statement

Revenue: \$4,952,876

Government Contracts	\$4,304,178
Grants and Contributions	\$ 275,018
In-kind Contributions	\$ 30,000
Interest and Dividends	\$ 37,227
Investment Net Gain (Loss) & Expenses	\$ 305,885
Other Income	\$ 568

Expenses: \$4,792,539

Program Services:

Respite Care	\$2,263,022
Family Preservation	\$ 897,476
Kinship Support Services	\$ 693,560
Administration & Fundraising	\$ 938,481



FAMILY SUPPORT SERVICES

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