



FAMILY SERVICES

SUPPORTING TULARE COUNTY

2016 Annual Report

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## A note from *Caity Meader*, Executive Director



Dear Friends and Supporters:

Thank you for supporting Family Services in 2016. Incredible things can happen when a community comes together with a common mission. For us, that mission is to help children, adults, and families heal from violence and thrive in healthy relationships. And with your support, Family Services has been doing it here in Tulare County for more than 30 years. I hope the stories in this report will help bring the mission to life and illuminate the diverse ways your support transforms the future—for individuals, families, and our community as a whole.

Last year was another year of growth. We were awarded two highly-competitive federal grants—one focusing on victims of abuse in later life and another focusing on victims of human trafficking. These national awards from the U.S. Department of Justice allow us to serve more victims while deepening our collaborative relationships with partners, including the Tulare County District Attorney's Office and Sheriff's Office. With our cross-disciplinary teams, we are working hard to close gaps in the system and make it easier for victims to get the help they need.

Thanks to you, Family Services works with more than 3,000 women, men, and children every year. We come alongside them and help build safety in homes, in relationships, and for children. This leads to a safer community where everyone can thrive.

Thank you once again for choosing to be part of this powerful work.



## Our Mission

To help children,  
adults, and families  
heal from violence  
and thrive in healthy  
relationships.

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# What We Do

Family Services' mission is to help children, adults, and families heal from violence and thrive in healthy relationships.

## *Safe Homes*

### Domestic Violence Services

At *Karen's House*, we provide 24-hour crisis response and emergency shelter to families affected by domestic violence. The program also offers support groups, case management, financial literacy training, and specialized services for children.

- **Sheltered 77 women and 93 children at *Karen's House***
- **Responded to 367 crisis calls on the 24-hour hotline**

### Legal Services

We provide critical legal advocacy services for survivors of domestic violence, sexual assault, stalking, and human trafficking who are seeking relief in legal matters arising as a consequence of abuse.

- **Helped 221 victims with Temporary Restraining Orders, Protective Orders, or Custody Orders**
- **An advocate accompanied a victim to court 159 times**

### Supportive Housing

We provide long-term housing and wrap-around services to individuals with children who have fled abusive relationships and are trying to recover from abuse while becoming self sufficient. We also serve individuals who have been chronically homeless due to disabilities, mental health issues, substance abuse, or HIV/AIDS.

- **Provided 53 units of housing for individuals & families**

## *Safe Relationships*

### Mental Health Services

At our Counseling Center and at rural locations throughout Tulare County we offer individual, marriage, and family therapy to people who might otherwise be unable to obtain quality mental health services.

- **Provided mental health services at 10 sites throughout Tulare County**
- **Worked with an average of 245 clients each month**

### Sexual Assault Services

At our Rape Crisis Center we provide 24-hour crisis response and comprehensive, trauma-informed services to adults and children who have been victims of rape, sexual assault, and molestation.

- **Responded to 187 victims of sexual assault or rape. 79 of these (42%) were children**
- **An advocate accompanied 89 victims to evidentiary exams**

### Human Trafficking Services

We offer a continuum of services for victims of both labor and sex trafficking at our newly-opened *Freedom House*. Services include comprehensive case management, crisis counseling, shelter, emergency financial assistance, criminal justice support, information and referral, ongoing mental health services, and legal advocacy.

- **Worked with 37 victims of sex or labor trafficking**

Healing can't happen without first establishing physical and emotional safety. Our programs promote safety in **homes**, in **relationships**, and for **children**. This leads to a safer community where we can all thrive.

## Safe Children

### Outreach & Prevention

We work to raise community awareness about domestic violence, sexual assault, teen dating violence, and human trafficking, and to reach victims where they are. In our primary prevention clubs, MyStrength and MyVoice, high school students learn about healthy relationships while developing leadership skills.

- **Reached more than 18,000 adults and youth with outreach & training**

### Violence & Abuse Intervention

We offer a Probation Certified Batterer's Intervention Program, as well as anger management and child abuse intervention groups to address the root causes of domestic violence and child abuse. Our intervention programs focus on accountability.

- **Worked with 147 perpetrators of domestic and family violence**

### Children's Counseling

Our child therapists provide free or low-cost mental health services for children who have been abused or who have witnessed violence or trauma in the home or the community.

- **348 children received free or low-cost mental health services**

### Parenting Resources & Support

Our educators teach free group parenting classes for community members and travel to homes and correctional facilities to teach healthy parenting skills in a one-on-one setting.

- **886 parents, including 54 inmates, participated in one of our parenting education programs**

### Supervised Visitation & Safe Exchange

At our Supervised Visitation Centers children can visit with their non-custodial parent or transfer from one custodial parent to another in a safe, conflict-free environment.

- **Provided an average of 124 hours of visitation services each week at our Supervised Visitation centers in Visalia and Porterville**

### Goshen Family Center

This is a welcoming, family-friendly place where community members in Goshen can go to access information, connect to resources, and engage in supportive programming and services.

- **Provided support to more than 200 families per month**
- **60 Goshen children attended our summer enrichment program**



# Pamela's Story

*The show must go on.*

I was married for 14 years. The last five years he started drinking, and with that he became aggressive. After the worst night we'd had, I sat back and thought about it. Our son, who was 12 at the time, had started trying to protect me and step in between. He was a little boy. He shouldn't have had to do that.

We left the next day. I was panicked—tears were falling down my face, and my heart was bursting out of my chest. But I picked up my son after school, stopped at home to grab my medications, and went to

the police station. A domestic violence advocate from Family Services came to meet me there. From the moment I saw her she made me feel like I wasn't going to be hurt anymore.

When my son and I walked in the door at *Karen's House*, my son looked at me and said, "Mom, it's going to be ok." We felt safe. They gave us clothes that night. We had beds to sleep in. They didn't separate us. I was relieved that the shelter felt like a real home and being there wouldn't feel like a punishment for my son. And for the first time in a long time, I actually slept that night.

Over the next several weeks they offered so many tools. I knew I was intelligent and could speak well, but I didn't have my high school diploma. My case manager at *Karen's House* was really encouraging me to get my diploma. I knew I wanted to be able to support my son and give him what he needed. Most of all, I wanted to not feel stuck. So I enrolled at Visalia Adult School.

Meanwhile, I got connected to Family Services' Supportive Housing program. After three months at *Karen's House*, I got to move into an apartment. What I didn't expect was that the house was already filled. There was a bed for me. A bed for my son. A dining room table. Pots, pans, and dishes. People donated all of these things to Family Services. It might have been a little bit of nothing to these

people, but it wasn't "nothing" to me. Not only did I get my own place, but I got to discover that there were people out there who cared that I succeeded. They gave me a place to live and a way to make it a home.

I graduated from Visalia Adult School with my GED, and now I'm at College of the Sequoias with a double major in business management and theater arts. After I get my associates degree I hope to get a bookkeeping job while I earn my bachelor's degree. I love the theater, and it brings so much joy into my life. One of my goals is to use my passion for the theater to empower others.

My son is also doing well. During the worst of the abuse he was getting Cs and Ds in school. Now he's getting As and Bs, is on the honor roll, and has a nice group of close friends.

I wouldn't be here without Family Services. Now I have the resources and abilities to help myself and help others.

I feel very un-stuck.

# Amanda's Story

*One day at a time.*

In her home country of Zimbabwe, Amanda was a successful young professional. She had a career with a competitive salary and benefits and her own apartment and car. When she got married, she was willing to give up her career to move with her new husband halfway across the world for his job in Central California. She thought it would be the start of an exciting chapter in their lives. Her husband promised he would petition for her legal residency and that she could attend college.

His controlling behavior started out in ways that seemed small, but everything changed after Amanda gave birth to their son. She was no longer allowed to attend church. He told her when and what she could eat. He wouldn't let her see a doctor when she was sick, telling her she was weak and useless. She had no access to bank accounts or cash except for the allowance he provided. This was based on his assessment of her performance as a wife and mother—a moving target that she was never quite able to reach.

Then things got even more serious. He took away all of her documents and refused to petition for her citizenship. He got a passport for their son and told Amanda he planned to take him out of the country and have her deported. Amanda was distraught. With an expired visa, no documentation, and little understanding of the laws and systems in this new country, getting help seemed impossible and even dangerous.

Not knowing what else to do, Amanda reached out to the only community she had in the U.S. She snuck out of the house and went to church, where she opened up to a friend about what was going on. Amanda was able to intercept her son's passport and give it to her friend for safekeeping. The friend connected her to Family Services, and she and her son came to *Karen's House*.

At *Karen's House*, Amanda began the complicated and painful process of unraveling everything she had been through. In addition to recovering from abuse and trauma, she had so much to learn—from understanding immigration law, to navigating systems to get benefits for her son, to learning about the cycle of abuse. It was overwhelming, but the staff at *Karen's House* helped her to feel safe and encouraged her to take things day by day.

"If you're from a foreign land and have no one here, it would almost be easier to go back to what you're used

to. It's the only family you know," said Amanda. "But *Karen's House* gave me the courage to keep going and keep fighting."

With help from a Family Services legal advocate and a generous Visalia attorney who took on Amanda's case *pro bono*, the Court awarded Amanda custody of her son, and she receives child support and spousal support. A member of her church rents her a modest apartment where she lives with her son, and she is awaiting a new visa through a Violence Against Women Act (VAWA) provision that protects victims of domestic violence.

Once her VAWA petition is accepted, Amanda will be eligible to apply for employment, which she is eager to do. And she would eventually like to follow through with her original intention when coming to the U.S.—attending college. Only now, she will be doing it on her own two feet.

Even though she is free from her abuser, life is far from easy. She misses her family in Zimbabwe but since she shares legal custody of her son with her ex-husband, she can't take her son and move home. But with support from Family Services, her church, and others who have helped along the way, Amanda perseveres in her new life, one day at a time.

"It's not every day that I feel strong," she says. "It's not every day that I feel I can conquer this. But it's comforting that I have people behind me to help me push forward."





# Craig's Story *Help without stigma.*

Every week, Julia, a parent educator with Family Services, pulls up outside the home where Craig rents a room. When she knocks at the door, usually with some baby care or child safety items in tow, Craig enthusiastically welcomes her in. His manual and notebook are always open on the coffee table, and he has thought of several questions he wants to ask.

Addiction treatment and intensive parenting classes are not how most new parents imagine spending the first few months of their child's life, but Craig and his wife are working through it. Their goal is to re-gain custody of their three-month old daughter and to be the parents she needs them to be. Craig's wife is in a residential treatment program working to get clean. And they are both enrolled in SafeCare®, an evidence-based in-home parenting education program, with Family Services. Julia will make weekly visits with each of them for 20 weeks to help them build parenting skills.

At first, Craig was worried about having someone come to his home. He thought she might judge him or lecture him for losing custody, for the condition of the house, or for his roommate's pets. But he was pleasantly surprised.

"Julia is always really respectful to us," Craig said. "One of the first things she said was 'I'm not here to judge

you. I'm just here to teach you how take care of your child.'"

Through mutual respect and growing trust, Craig and Julia have built a rapport that allows true learning to take place. For Craig, who has a learning disability, the one-on-one format works especially well. It's hard for him to focus and let his guard down in a big group.

"Julia makes things clear and easy to understand. She brings things in, like the first aid kit and the car seat, and shows me how to use them," said Craig.

Craig has supervised visits with his daughter, and Julia has even come to a few of the visits to help teach interaction. She shows Craig how to do things like clean his daughter's ears and clip her nails. She reminds him what he's learned about talking and reading to the baby. And she reassures him that he is doing a great job during the time he has with her.

Craig is a little more than halfway through the SafeCare® curriculum and is one of the most diligent clients Julia has worked with.

"Learning parenting skills helps me not be so stressed out and worried. Now I'm more confident," said Craig. "I'm anxious to get her back so I can start being a dad."

# Thank you, Donors. *Your support means everything.*



*Donations for 1/1/16-12/31/16*

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## Safe Homes

California Department of Public Health  
California Governor's Office of  
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Cities of Porterville, Tulare, and Visalia  
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## Safe Relationships

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Victims of Crime  
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Violence Against Women

## Safe Children

First 5 Tulare County  
Mental Health Services Act—Prop. 63  
Superior Court of Tulare County—Access  
to Visitation  
Tulare County Health & Human Services  
Agency  
Tulare County Sheriff's Office

*It is our intention to accurately list each donor's name, except for those donors who have notified us that they wish to remain anonymous. We apologize for any errors or omissions. Please contact us at (559) 732-1970 if there is something we should correct. Thank you!*

# Signature Events: *Join the fun!*



## Guest Chef Series *every June*

Join Family Services each June for the Annual Guest Chef Series, Tulare County's premier food and wine event! Each year we bring a different chef to showcase his or her culinary specialties. The theme for 2016 was Italian, and Chef Ryan Lucas was our Guest Chef. Lead sponsors included **Clarence and Janet Hill, Valley Business Bank**, and **Western Milling**.



## The Purple Party *every October*

October is Domestic Violence Awareness Month. The Purple Party celebrates survivors and boosts Family Services' efforts to end domestic violence in our community. Event proceeds benefit our emergency domestic violence shelter, *Karen's House*. Lead sponsors included **Valley Expetec, Visalia Host Lions Club**, and **Visalia Breakfast Rotary**.



## Chrysanthemum Sale *every November*

Each November, mum's not the word as we present our "Thanks for Giving" Mum Sale. Local businesses, service clubs, and other groups partner with us to sell potted chrysanthemum plants that look beautiful and raise critical operating funds for Family Services. The event's sponsor was **Foundation for Medical Care of Tulare and Kings Counties**.

Save the date!

JUNE  
17  
2017





Volunteers are being the *change* they want to see.

We love our volunteers! From our dedicated team of volunteer crisis counselors, to individuals and groups who spend a day helping with maintenance, we are thankful for each volunteer. In 2016, Family Services' volunteers gave 12,560 hours of their time—that's the equivalent of more than six fulltime employees! To all of our volunteers: **THANK YOU!**

If you would like to join our team of volunteers, please contact our Volunteer & Outreach Coordinator at 559-732-7371.

# Financial Statement For the fiscal year ended June 30, 2016

## ASSETS

Cash & Cash Equivalents	\$ 441,701
Grants Receivable	\$ 663,857
Accounts Receivable	\$ 58,085
Prepaid Expenses	\$ 2,700
Property & Equipment	\$1,439,544
<b>Total Assets</b>	<b>\$2,635,336</b>

## LIABILITIES

Accounts Payable	\$ 129,924
Accrued Liabilities	\$ 96,256
Notes Payable	\$1,368,628
<b>Net Assets</b>	<b>\$1,040,528</b>
<b>Total Liabilities</b>	<b>\$2,635,336</b>

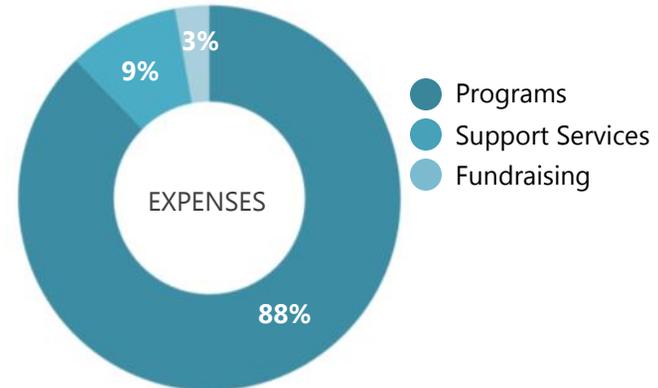
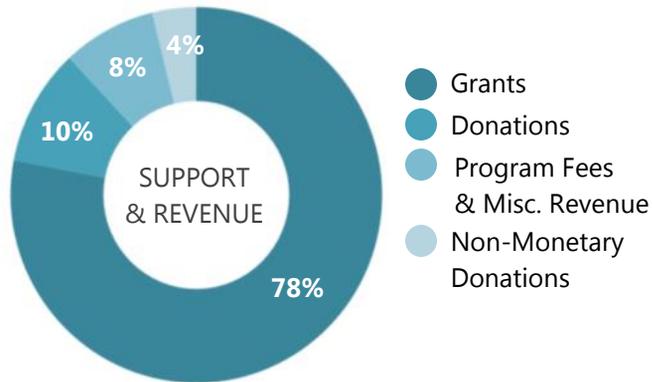
## SUPPORT & REVENUE

Grants	\$3,467,880
Donations	\$ 447,228
Program Fees & Misc. Revenue	\$ 363,134
<u>Non-Monetary Donations</u>	<u>\$ 169,800</u>
<b>Total Support &amp; Revenue</b>	<b>\$4,448,042</b>

## EXPENSES

Programs	\$3,914,556
Support Services	\$ 420,495
<u>Fundraising</u>	<u>\$ 128,767</u>
<b>Total Expenses</b>	<b>\$4,463,818</b>

**Revenue over Expenses (\$ 15,776)**



Notes: This year's deficit is partially due to a depreciation expense of over \$40,000, which is reflected in the Support Services category. When looking only at operating income and expense, the agency shows a surplus. Family Services is a 501(c)(3) nonprofit organization. Contributions are tax deductible to the extent allowed by law. Tax ID # 94-2897970. Form 990s are available at [www.fstc.net](http://www.fstc.net).



# FAMILY SERVICES

SUPPORTING TULARE COUNTY

## Connect with Us

24-Hour Domestic Violence Hotline: (559) 732-5941 or (800) 448-2044

24-Hour Sexual Assault/Human Trafficking Hotline: (559) 732-7273 or (559) 784-7273

815 W. Oak | Visalia, CA 93291

(559) 732-1970

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