

 **FAMILY SERVICES** SUPPORTING TULARE COUNTY

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Visalia, CA 93279

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Helping Families
HOPE. HEAL. THRIVE.


FAMILY SERVICES
SUPPORTING TULARE COUNTY

20 | **ANNUAL**
23 | **REPORT**

Dear Friends,

2023 was a remarkable year for Family Services as we celebrated our 40th anniversary with the ribbon cutting at our newest administration site, symbolizing both our rich history and our excitement of the future to come. As I reflect on last year, I am continually inspired by the unwavering dedication of our staff members.

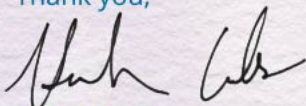
Our team's passion for serving the community, and their commitment to bringing hope and healing to Tulare County is nothing short of extraordinary. Their resilience in a job that is far from easy speaks volumes about their character and the values we hold dear.

Witnessing the compassionate care our clients receive and the positive impact our staff makes on their lives adds profound meaning to our work. I am grateful to not only our frontline staff, but also to all our administrative and support staff who play integral roles in our mission.

As you peruse the highlights of our year, I encourage you to remember that behind each statistic lies a real person with a unique story. The work we do, and the role each of you plays, contributes to real life change in our community, even in the face of pervasive crises and hardships.

Our goal is to create a world where our agency is no longer needed, where the vision of safe and healthy families becomes a reality. Until that day arrives, we remain steadfast in our commitment to the community, working alongside each one of you.

Thank you,



Hannah Giles
Interim Chief Executive Officer



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Our Mission:

*Helping children, adults, and families
heal from violence and thrive in
healthy relationships.*

Our Vision:

*Our vision is a community of healthy
people in supportive relationships
and safe environments.*

What We do

Victim Services

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

Domestic Violence Services — At Karen's House, we provide 24-hour crisis response and emergency services and shelter to survivors of domestic violence and their children.

Violence & Abuse Intervention — We work with individuals who harm, addressing the root causes of domestic violence and child abuse. Our intervention groups focus on accountability.

Sexual Assault Services — Advocates offer 24-hour crisis response and comprehensive trauma informed services to adults and children who have been victims of rape, sexual assault, and molestation.

Family Support

Counseling — Individual and group therapy for adults who have experienced trauma from abuse, sexual assault, and domestic violence.

Supportive Housing — Housing related resources and wrap around services that promote safety and housing stability for individuals and families experiencing chronic homelessness, and those living with HIV/AIDS.

Children's Counseling — Our therapists provide free mental health services for children who have been abused or witnessed violence in the home or community. We provide early mental health interventions for ages 0-5.

Parenting Resources & Support — We offer free group parenting classes and travel to homes to teach healthy parenting skills in a one-on-one setting.

Goshen Family Center — A family resource center for the community members in Goshen to access information, supportive programming, and services.

Supervised Visitation & Exchange — Professional providers facilitate child-parent visits and exchanges in a safe, conflict free environment.

Our Impact

231

Individuals housed through the supportive housing program

271

Rape Crisis clients served

274

Safety Plans Made

1,007

Case Management & Case Progress Updates

8,954

Volunteer Hours

99

Sheltered at Karen's House

869

Hotline Calls Answered

700

Victims received information on their legal rights, crime prevention & restraining order enforcement, safety plan, and notification of their case progress.

85

Individuals housed through HOPWA

948

Restraining, Divorce, and Child Custody Orders Served

81

SART Exams responded to

84

Adults &

196

Children

Received gifts through the Santa Store

95

Times services were accessed through the Freedom House Drop-In Center

1,193

Pre-enrollments completed for services

148

People enrolled in all VAI programs

192

Anger Management

389

Batterer's Intervention

192

Child Abuse Intervention

Program Highlights

Goshen Family Center

In November, Western Milling partnered with us to distribute Thanksgiving meals including turkeys with all the fixings for families in need in the Goshen community.



Goshen Family Center with Western Milling

Salt & Light partnered with California Dairies & we held a pancake breakfast the week before our Christmas events for not only the families signed up but for anyone who wanted to attend.

They told US "Everybody eats!"

Between California Dairies and Salt & Light, we fed 83 families and 146 children.



Goshen Family Center & California Dairies with Toys loaded in car

A Christmas Miracle! California Dairies partnered with us and funded our our entire Christmas event by providing a toy for every child on our list. They even purchased blankets for every family attending.



Breakfast in Goshen



Maria, FSTC Staff with Community Swag

In-Home Parenting

Sponsor a family



West Visalia Kiwanis sponsored 3 families this holiday season!

Rape Crisis

Rape Crisis no longer has an adult Human Trafficking program.

We continue to have our Youth drop in center which provides Supportive Services for Commercially Sexually Exploited Children (CSEC), and for Child Welfare Services (CWS) - involved children and youth at-risk of exploitation, and for Non-Minor Dependent (NMD) victims/at-risk youth and their families.

The services include but are not limited to: community based supportive services, victim advocacy, safety planning, individual therapeutic interventions, life skills and personal development support.

Navigation Center

The navigation team manages the agency's calls, including answering general questions, assisting with the new intake process, and routing active clients to other staff. If you have a question or would like to know more information about Family Services, visit or call the Navigation Center!

 559.741.7310



A Story of Hope

Community, Collaboration, & Courage



Stephanie is a force, and why wouldn't she be?

She is a mother to a teen and a friend to many! Life comes with stressors, but there are certain obstacles many of our clients face when it comes to finding permanent housing.

Our Supportive Housing case managers look back on Stephanie's journey and are encouraged.

FSTC case manager Karen C. recalls meeting her, and it puts a smile on her face to see how far she has come. "She entered the Supportive Housing program in 2020 after two-plus years of living on the streets. Once she was established, her daughter returned to the family unit. Stephanie has worked hard to establish herself and to have a home for herself and her daughter. She has enrolled in various services that have empowered her to change her life. With the assistance of FSTC, she has been able to transition toward self-sufficiency and continues to improve her life. I am so proud of her communication and the way she

stands up and navigates through programs for her and her family. She's even referring others to reach out to Family Services."

FSTC Case manager Erick V. thinks of those moments where, at times, he saw the struggle Stephanie was facing, it felt as if Stephanie had too many hurdles to jump, but looking at her now, she is empowered and empowering others in the process. "She is a strong individual who has worked to create change and keep it. She takes initiative and does what she can."

Family Services is thankful for the amazing case managers who reflect the care we have for our community; we couldn't do what we do to change the lives of our clients if it weren't for our diligent staff and amazing community partners.

The West Visalia Kiwanis club, is one of those outstanding partners. This year, the West Visalia Kiwanis Youth Services Committee sponsored three families for the holidays. Stephanie

and her family were one of them!

Not only did they receive items that they needed from the club, but some friends of club member Martin A. The Mayes, worked with the WVK club to gift a new washer and dryer for Stephanie's home!

Stephanie is thankful for Family Services and how we helped change her situation and how we continue to encourage her to look forward while reminding her to only look back to see how far she's come.

Stephanie recalls a very special moment for her and her daughter, "Every moment since I've started services with Family Services has been special. But the day I got my keys and opened the door to see my new home furnished", that one was worth recalling.

Family Services and our many programs bring a wide array of clients from many different paths of life. Although our clients may look different and have varying situations, the goal of our mission remains true. Helping families.

Having a safe environment to thrive in is one many may take for granted. The journey is not always what one may think. For some, like Stephanie, it can be an ongoing process. One that takes courage, strength, and trust.

Stephanie is part of our supportive housing program where we focus on connecting individuals and families with resources that promote safety and housing stability.

You are not alone
For information on how to connect with Family Services' other programs and services, please call us at 559-741- 7310.

Major Funders

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The Ryan Evans Foundation

Visalia Rotary

City of Tulare

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