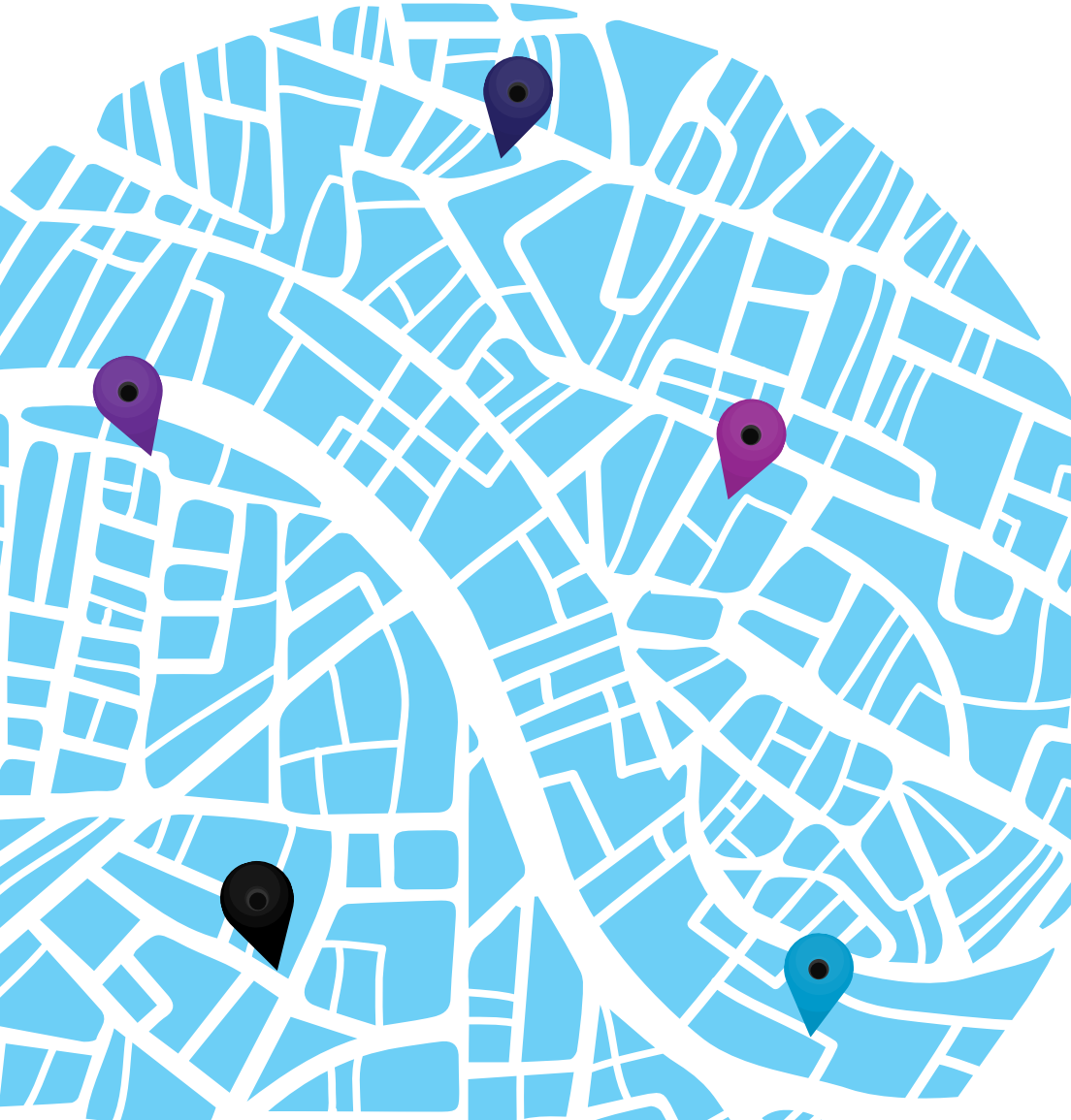




**FAMILY SERVICES**  
SUPPORTING  
TULARE COUNTY

# 2020 *Annual Report*

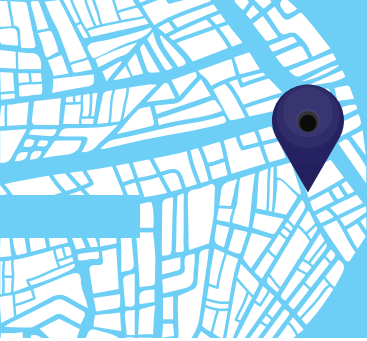
navigating the changes | staying the course



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# The Year in Review

*A message from Caity Meader, CEO*

Dear Family Services Supporters & Friends,



Caity Meader

Looking back at 2020 feels like a bit of a whirlwind. Everyone's world was turned upside down. And in the midst of a Pandemic, the community needed Family Services more than ever. Work took place on Zoom, through doorstep deliveries of food and supplies, and safely in person whenever it needed to. We worked together to meet an unprecedented demand for services, navigating the challenges while being mindful to stay on course with the mission that has guided our work for over 37 years.

**Amid the challenges, there was hope.** This report highlights the resilience of Family Services' clients, volunteers, and staff. Another bright spot has been the steadfast support of our donors. Each donation makes a difference, helping Family Services be here for the children, adults, and families who need us most. Thank you for standing beside us.

In Service,

Caity Meader, Chief Executive Officer



## FAMILY SERVICES

SUPPORTING TULARE COUNTY

PO Box 429 | Visalia, CA | 93279

Administration: (559) 732-1970

[www.fstc.net](http://www.fstc.net) | [info@fstc.net](mailto:info@fstc.net)



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[@FamilyServicesTC](https://www.instagram.com/FamilyServicesTC)

## OUR MISSION

*To help children, adults, and families throughout Tulare County heal from violence and thrive in healthy relationships.*

# The Year of Pivots

*A look at our impact during a time of constant change*



When families we were working with were struggling to access food due to Pandemic-related income loss, we collaborated with local community groups to **deliver food boxes to 797 homes.**

In June, to respond to survivors who found themselves quarantining with their abusers, we implemented a web-based chat hotline. Between June and December, advocates responded to **95 chat sessions**, in addition to answering **421 calls** to our phone-based hotline.

When our Children's Counseling Center transitioned to offering video counseling, therapists assembled and delivered therapy kits to **110 children** at their homes, with all of the art supplies and other tools children would need during their video therapy sessions.

During the Pandemic, our Karen's House emergency domestic violence shelter continued operating day in and day out, while implementing rigorous sanitizing and physical distancing protocols. Last year, we **housed 41 adults and 44 children** in the shelter, and 9 adults and 15 children in motels when the shelter was full.

## MORE 2020 IMPACT

- Worked with **34 survivors of human trafficking**, including 7 youth.
- Provided **5,997 hours** of counseling to adults and children.
- Served **124 survivors of sexual assault**; more than 1/3 were children.
- Helped **349 parents** develop healthier parenting skills.

When the Pandemic meant we had to cancel our 2020 Guest Chef Series and adapt our Purple Party and Mum Sale to be COVID-safe, donors stepped up. Together, we **raised more than \$150,000** at these three events. Thank you for your support!



# Passion Meets Purpose

*Volunteer Michele Lima answered the call.*

Longtime volunteer Michele Lima has dedicated almost 2,000 hours to Family Services' programs. Over the years, she has worked with survivors of domestic violence, both as a Volunteer Crisis Counselor at our emergency domestic violence shelter Karen's House, and as a Volunteer Legal Advocate assisting survivors who are preparing for court. Michele's passion for helping survivors eventually led her to become a Volunteer Crisis Counselor for Family Services' Rape Crisis Center.

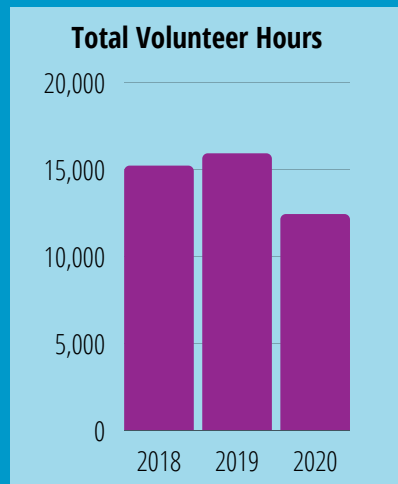
Volunteer Crisis Counselors answer calls to Family Services' 24-hour Sexual Assault Hotline and provide crisis-response services. These include offering supportive counseling, information, referrals, and advocacy services to sexual assault victims and their significant others. Crisis Counselors also offer crisis intervention services at hospitals, law enforcement agencies, and during medical forensic examinations.

Michele describes her experience as "challenging, emotional, exciting, and more than anything, rewarding."

## VOLUNTEERING IN A PANDEMIC

Like nearly everything else, Family Services' volunteer program was affected by the COVID-19 Pandemic. While some volunteer positions had to be put on hold to minimize the potential for COVID exposures to clients, volunteers **still gave 12,420 hours of their time** during 2020.

To keep our crisis response programs running 24 hours a day post-Pandemic, we need new volunteers to join us in 2021. You could be the person who makes a difference in a victim's life.



Volunteering has helped her see the world through a new lens. “I have learned that to empathize with someone’s experience, you must be willing to believe them as they see it, and not how you imagine their experience to be,” Michele said.

“

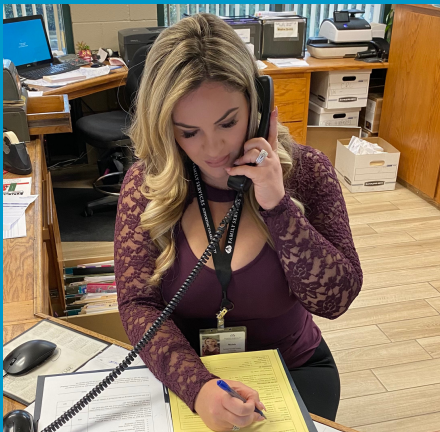
*In order to empathize with someone's experience you must be willing to believe them as they see it and not how you imagine their experiences to be.*

”

Michele strives to provide the best quality of services to survivors. Program manager Brenda Salazar shared, “Michele is caring and compassionate. She understands the importance of her role.”

Volunteers are the first people hotline callers speak to when they reach out for help. If the person on the other end of the phone is helpful and supportive, it shows survivors that they are safe and can seek further services.

Michele shared, “Family Services has the kindest, most compassionate staff and volunteers I have ever met. Their goal is always the client, the victim, the person in need.”



## JOIN US!

Volunteers like Michele are the pillars of Family Services’ work. They share their time, talent, and resources so that we can collectively help children, adults, and families heal from violence. We would love to tell you more about volunteering with Family Services.

**Learn more about volunteering at [www.fstc.net](http://www.fstc.net) or call our Volunteer Coordinator at 559-732-1970.**



# Finding a New Normal

*A survivor of domestic violence tells her story of new beginnings at Karen's House.*

## DID YOU KNOW?

On average, it takes a domestic violence victim seven times to leave before breaking free for good. There are many reasons it can be hard to leave. Some of these are low self-worth, financial obligations, concerns for children, religious beliefs, fear of retaliation, or even hope that the violence will cease.

It can be heartbreaking to watch a loved one return to an abusive relationship, but it is important to continue to believe and support them. Survivors with a robust support system have better outcomes and are more likely to eventually break free. If you need help navigating how to support a loved one experiencing domestic violence, please give us a call on our hotline, 559-732-5941.

For me, the word “normality” means all the good things in my life before the abusive relationship. Before, I was happy with my life and who I was as a person. I knew I had flaws, but overall, I was happy with myself. When I entered an unhealthy relationship, I lost my persona and became what I thought he wanted me to be. I tried to leave the relationship about six times before, but I always went back. I realize now that leaving that life for good was the best decision I had made in a long time.

When I arrived at Karen's House, I was an emotional wreck. I was so sad and upset that I allowed myself to be in a situation that was very harmful, emotionally and physically.

I started to heal and work on becoming strong at my own pace. I didn't have this fog in front of me anymore, and I could see clearly. I was able to have time, patience, and most importantly, I felt safe.

Karen's House staff were encouraging and supportive. I always had someone to talk to, and communication was vital for my healing. I learned to take care of myself; once I started feeling better about myself and was in a caring



and safe environment, I was more motivated.

When I was ready to start looking for employment, I felt empowered to manage the process. It was difficult searching for a job in a Pandemic. I did have some emotional setbacks, and some very disappointing moments. But I realized that these were just moments. They didn't define my life.

After months and months, I finally got a call from a temp agency for employment in October. A week after starting at this organization, I was offered and accepted a better job opportunity.

I've learned that even through the hardest setbacks, you can't give up. You need to keep moving forward, not backward.

“  
*Once I started feeling better about myself and was in a caring and safe environment, I was more motivated.*  
”

## GET HELP

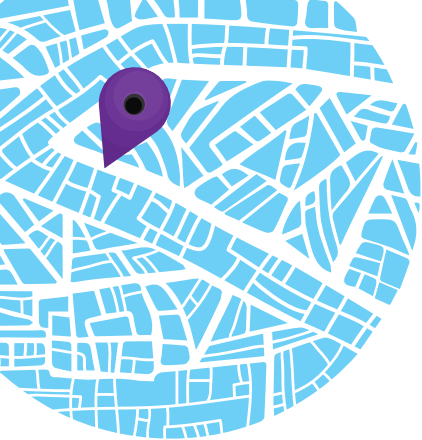
### 24-Hour Domestic Violence Hotline

559-732-5941 or 800-448-2044

### Chat with an Advocate Online

Weekdays 8 a.m. - 5 p.m.

[www.fstc.net/help](http://www.fstc.net/help)



## Stronger on the Other Side

*A survivor of sexual assault shares how counseling helped her heal.*

*Heidi was sexually assaulted by a stranger who forced himself into her apartment. After a lengthy legal process, the man who raped her was convicted and is serving a 150-year sentence. After the assault, Heidi started meeting with a Family Services therapist for support. This is an excerpt from her story, in her own words:*

Counseling with my Family Services therapist gave me a safe space to discuss and process what I went through with a professional. I knew I needed expert support in addition to my personal support system. It helped to have support from a caring person that did not have the same involvement in my life as family or friends. I worked through my feelings and learned how to express myself. It helped me understand that I am not a victim but a survivor. I don't need to feel ashamed of what happened.

From this experience, I have gained a greater respect for therapists who treat survivors of these types of incidents. My martial arts and writing have provided an outlet for healing and helped me focus to recall details. I have a great amount of respect for those who have been through trauma and come out stronger on the other side.

I share my story to encourage others to be more informed and understanding. Those who have experienced this type of trauma should be able to speak up without feeling shame, blame, or fear.

Read more of Heidi's story on our website: [www.fstc.net/report](http://www.fstc.net/report)

## GET HELP

If you or someone you know needs support dealing with a sexual assault, please contact our **24-Hour Sexual Assault Hotline at 559-732-7273** for confidential crisis counseling, support, and referrals to services like free counseling.



# Finding Me

*17-year-old Niko shares how counseling helped him come to terms with abuse, mental health, and his gender identity.*



The old me was indifferent to everything that was going on around me. I did not want to open up to people. At one point in my life, I didn't care if I was alive or dead.

Child Welfare Services got involved after they learned I was physically and sexually abused at home. Soon after, I was referred to a therapist at Family Services' Freedom House.

My therapist, Shawna, educated herself on gender dysphoria so she could understand what I was going through. In counseling, I became more open to talking about my feelings and everything in the past. For the first time, I put down my defenses.

With my therapist's help, I addressed the root cause of my depression, personality disorder, suicidal thoughts, and gender dysphoria. Now, I can catch myself when I am going down a dark path. I learned not to bottle my feelings up until they explode.

Grieving the past was an important part of my healing. This included the trauma I experienced. I was able to say goodbye to my past self. I don't regret that chapter of my life because I learned so much from that person.

I share my story to remove the stigma associated with being queer, trans, and mentally ill. My hope for the future is to look at myself in the mirror and not think that I was born in the wrong body and know it's not my fault. If you are struggling with anything that prevents you from being your real, authentic self—reach out for help.

## KEEPING YOUTH SAFE FROM TRAFFICKING

At Family Services' Freedom House, not only do we work with survivors of human trafficking, but we also work with youth like Niko who are at risk. Youth who have experienced trauma like physical or sexual abuse are more vulnerable to traffickers. Freedom House's youth drop-in center is a safe space where youth can go to get support. In Niko's case, counseling helped a teenager address the trauma he experienced and his mental health challenges.



# Audited Financial Statement

For the fiscal year ended June 30, 2020

## SUPPORT & REVENUE

Grants	\$5,443,096
Donations	\$ 529,702
Program Fees	\$ 397,489
<u>Non-Monetary</u>	<u>\$ 151,879</u>
Total Income	\$6,522,166

## EXPENSES

Programs	\$5,734,102
Support Services	\$ 932,105
<u>Fundraising</u>	<u>\$ 176,518</u>
Total Expenses	\$6,842,725

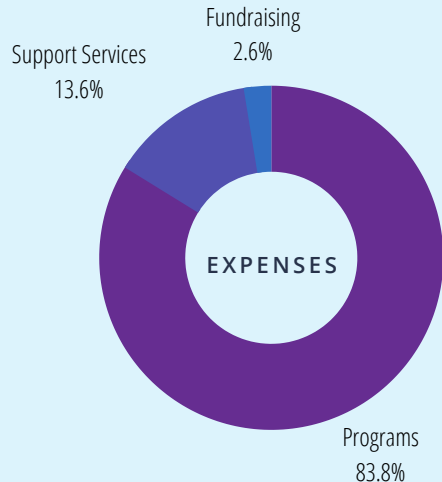
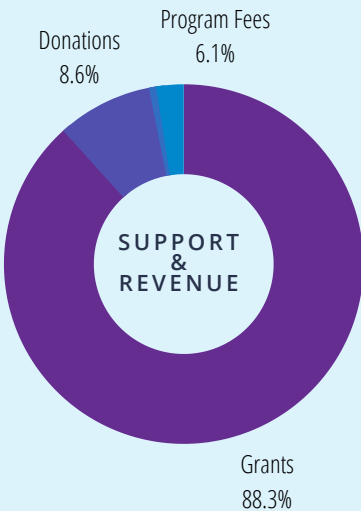
Revenue over Expenses \$ (320,559)

## ASSETS

Cash & Cash Equivalents	\$ 734,994
Grants Receivable	\$ 882,899
Accounts Receivable	\$ 65,857
Prepaid Expenses	\$ 15,062
<u>Non-Current Assets</u>	<u>\$1,389,365</u>
Total Assets	\$3,088,177

## LIABILITIES

Notes Payable	\$ 592,954
Accounts Payable	\$ 80,872
Accrued Liabilities	\$ 168,194
Non-Current Liabilities	\$1,140,112
<u>Net Assets</u>	<u>\$1,106,045</u>
Total Liabilities & Net Assets	\$3,088,177



Family Services of Tulare County is a 501(c)(3) nonprofit organization, Tax ID #94-2897970. Contributions are tax deductible to the extent allowed by law. Form 990s and Audited Financial Statements are available at <https://fstc.net/who-we-are/transparency.html>

# Donors Make a Difference

*Thank you for your support in 2020!*

“

We love giving regularly to Family Services. It's such a privilege to help support the talented and dedicated staff on the front lines of need in our county. The individuals at Family Services are quiet, behind-the-scenes heroes, and because of their personal commitment to their work, hundreds of individuals every year have a chance to move from victim to survivor, to be given hope and a vision for their future.

*-Greg and Barbara Simpson, monthly donors*

”

Join Family Services' monthly giving club at [www.fstc.net](http://www.fstc.net)

“

When COVID hit our community, I quickly realized how privileged and lucky I am. I sought out a trustworthy organization that had a mission of care and compassion for our community. I feel so proud to be a monthly donor to Family Services of Tulare County.

*-Victor Raya, monthly donor*

”

## MAJOR PUBLIC FUNDERS

California Department of Public Health

California Governor's Office of Emergency Services

Central Valley Against Human Trafficking

Central Valley Regional Center

Cities of Porterville, Visalia, and Tulare

Cutler-Orosi Joint Unified School District

Emergency Food and Shelter Program

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 Probation Department

Tulare County Sheriff's Office

U.S. Department of Housing & Urban Development

U.S. Department of Justice, Office for Victims of Crime



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*Thank you for helping Family Services stay the course in 2020.*

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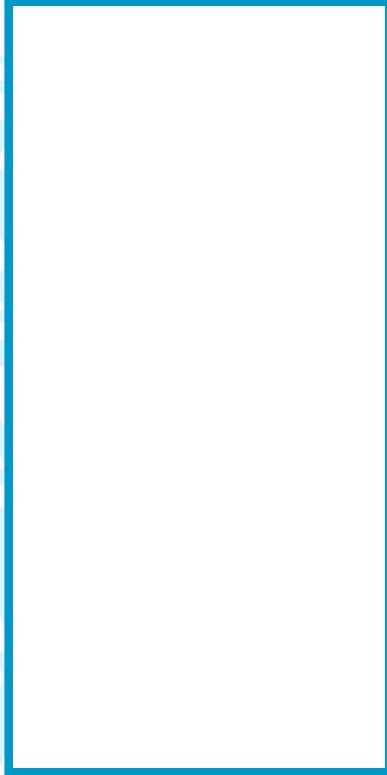
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