



# ANNUAL REPORT

FISCAL YEAR  
2020/2021

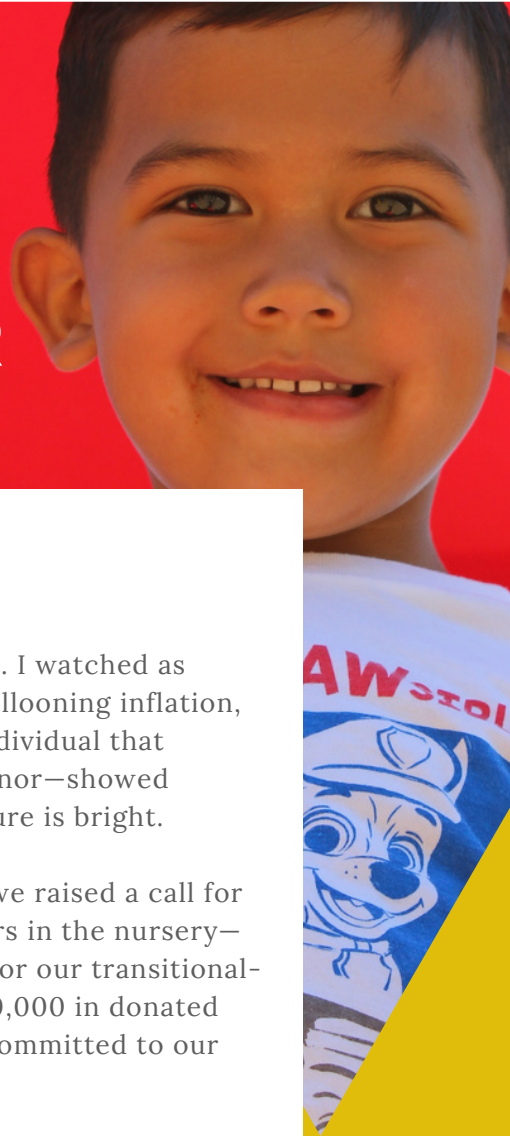
THE FAMILY SUPPORT CENTER

[WWW.FAMILYSUPPORTCENTER.ORG](http://WWW.FAMILYSUPPORTCENTER.ORG)

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*a letter from our*

# EXECUTIVE DIRECTOR



Dear Friends,

This has been an incredible year at the Family Support Center. I watched as families faced extraordinary challenges: a global pandemic, ballooning inflation, social isolation, and paralyzing uncertainty. However, each individual that walked through our door—whether it was a client, staff, or donor—showed unflinching resilience and hope. My message today is: the future is bright.

We couldn't do this work without the community. Whenever we raised a call for help, it was answered. We sent out a desperate plea for diapers in the nursery—diapers came pouring in. When we needed expert assistance for our transitional-housing units, professionals came running, providing over \$50,000 in donated labor and supplies. Our donors are constant and completely committed to our mission. Thank you.

My dream is for every child to have a soft, safe community to grow up in, and last year, we made great progress toward this goal. This report highlights the families that escaped homelessness, sought healing from trauma, and strengthened their family through our services. Each page is filled with outcomes and inspiring stories from real families in our community. Through this report, my hope is that you catch our vision and join us in the work of strengthening families, protecting children, and preventing abuse.

The future of our community is bright.

Sending care,

A handwritten signature in black ink that reads 'Jocelyn de la Rosa'.

Jocelyn De La Rosa  
Executive Director

# 2020-2021 Impact

1,906

Therapy sessions helped families recover from trauma

& 508

Telehealth sessions allowed families to access mental healthcare in the safety of their own home.

60

families are no longer homeless



Families were served from



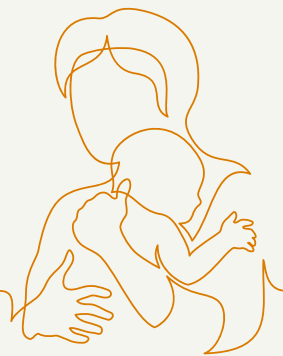
21 cities in Salt Lake, Summit, and Tooele counties

18

Families were strengthened through parent education

16,520

Hours of trauma-informed care kept children safe in our Crisis Nurseries



870 People accessed services across all programs

# About Our Agency

## Mission

*Strengthen families, protect children, and prevent abuse*

## Vision

*To be recognized leaders in creating transformational change in the lives of families*

## Values

**R**espect  
**I**nclusion  
**S**upport  
**E**ducation

## MEET JENNA

Jenna needed to escape her relationship. The abuse was escalating, and it was endangering her newborn baby. She formulated a secret escape plan, turning to the Family Support Center for support by regularly dropping her baby off at our crisis nursery. An experienced childcare worker would provide for the baby's needs as Jenna quietly enrolled in school, started a business, and attended court hearings—all with the plan to get out. Jenna now owns her own business, is free of abusive relationships, and gives back to other women just like her.

*All our services build the six protective factors in families:*

**NURTURING AND ATTACHMENT**

**PARENTAL RESILIENCE**

**SOCIAL CONNECTIONS**

**SOCIAL AND EMOTIONAL COMPETENCE**

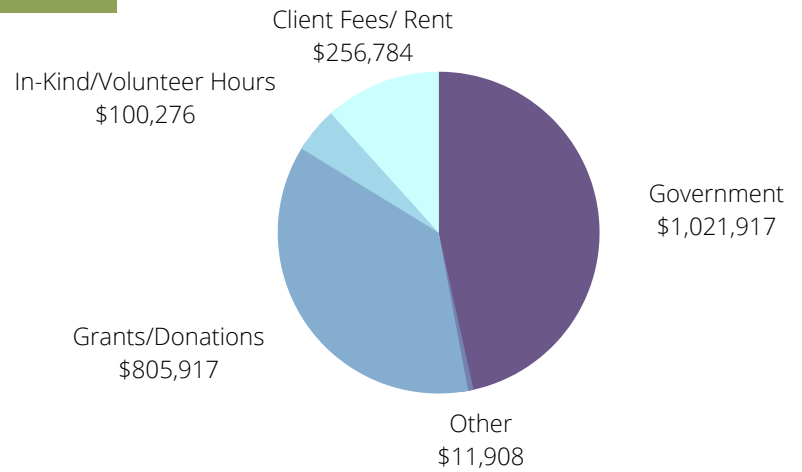
**KNOWLEDGE OF PARENTING AND CHILD DEVELOPMENT**

**CONCRETE SUPPORT IN TIMES OF NEED**

last year's

# FINANCIALS

**Revenue Total: \$2,196,802**



**81%**

*of revenue goes toward direct client care*

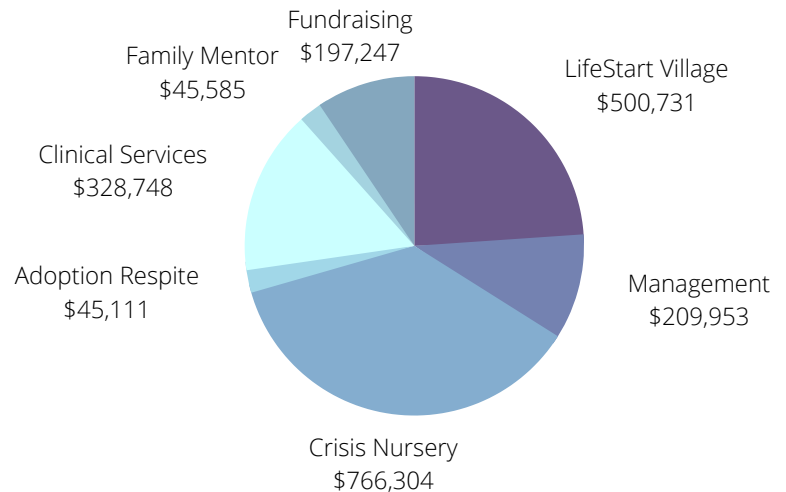
**23%**

*finance growth*

*Why We're Here*



**Expenses Total: \$2,093,679**



# LIFESTART VILLAGE

*is a self-sufficiency program that provides safe housing and supportive services for single-parent families recovering from homelessness, domestic violence, or drug abuse. LifeStart provides a supportive environment for each family to heal from past trauma, rebuild relationships, and improve their economic situation.*

Of the households that stayed for more than 30 days,

**86%**

MOVED INTO PERMANENT, STABLE HOUSING.

As a result of LifeStart Village

**60**

FAMILIES ARE NO LONGER homeless, drug dependent, or in a violent situation.

We served

**103**

CHILDREN THROUGH OUR PROGRAM



PHASE I RESIDENTS COMBINED TO PAY OFF

**\$93,600**

IN DEBT



*Scan to watch our 2021 LifeStart Village Video*

# LifeStart Village

## CLIENT SUCCESS OUTCOMES



### FOUR PARENTS EARN THEIR GED WHILE LIVING AT LIFESTART VILLAGE

In September 2020, LifeStart Village Program Coordinator, Mattea, saw the daily challenges parents faced while trying to obtain their high school diploma or GED. To help mitigate these difficulties, Mattea organized a Wednesday night study group to support these parents. During the study group, LifeStart Village offers free childcare, providing the parents a dedicated time where they can focus without distractions. While their children are being taken care of, residents and staff work as a team on difficult assignments and projects.

When the study group started last September, many of the parents began with zero credits. As a result of their dedication and hard work, four residents earned their high school diploma. Mattea says, “I have seen a new spark in their eyes. When they complete the final course and get the email saying they have finished the requirements needed, another surge of motivation comes over them. The support from LifeStart and the feeling of accomplishing something big has motivated two residents to continue their education through college.” On June 4th, 2021, these parents donned their caps and gowns in front of their loving children and family. Since this day, eight more parents have completed their high school diplomas and many have gone on to further collegiate courses.

### FAMILIES THRIVE AT LIFESTART

Just this year:



4 earned high school diplomas



Three purchased a home



One completed an Associate Degree

# 100%

of court mandates were successfully resolved

# 95%

of residents enrolled in drug treatment completed the treatment successfully

# 95%

of residents had full custody of children restored

# Crisis Nursery

*reduces the risk and incidents of child abuse and neglect by providing free, emergency child care for children under 12 years of age. Parents/guardians without other options who are in crisis, stressed, or needing a break can drop their children off anytime of the day or night for up to 72 hours. We have three welcoming nurseries throughout Salt Lake County, located in Midvale, Sugar House, and West Valley.*

**AS A RESULT OF OUR  
CRISIS NURSERIES**

**492**

children were kept safe.

**THE #1 REASON PARENTS USED THE NURSERY**  
is for respite care.

**74% OF PARENTS AGREE**  
that without the Crisis Nursery Services, they would not have been able to find safe childcare.

**93% OF PARENTS AGREE**  
that the Crisis Nursery provides a safe and healing environment for their children.

*Scan to watch our 2021  
Family Support Center  
Crisis Nursery Video*



## THE YOUNG FAMILY

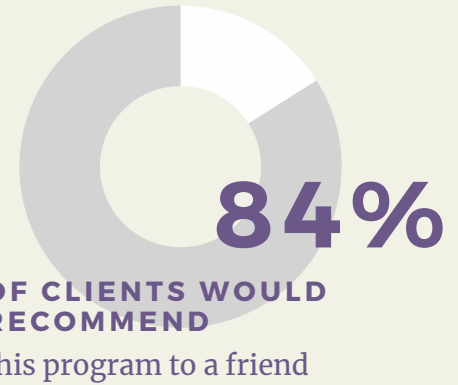
The Young family has five children—all under the age of five, three of which are triplets! The parents have little support and have been utilizing the crisis nurseries for two years, as the mother has undergone extensive health issues and heavy caregiving burdens have fallen to the father. Last year, while the children were in our care, the father called, informing us the mother had been taken by an ambulance to the hospital with a severe intestinal infection. Our staff—who have built a strong relationship with the five children—gladly opened the nursery overnight, giving the father time to be with his wife in the hospital. The father later wrote, “Thank you for always being there when we need help the most. Last week, when my wife was taken by ambulance to the hospital, you guys were able to give us an entire day and night to deal with it. There was literally no one else that could help and do what you guys do! I can’t thank you enough!”

*\*Name changed for privacy*



# CLINICAL THERAPY SERVICES

*The clinical team at the Family Support Center specializes in treating children 6 years and older, adolescents, adults, and families who have had their lives impacted by trauma and abuse. We recognize that many families in Utah are unable to access affordable mental health services and we strive to fill this service gap. We offer reduced-fee services so every individual can access the care they need.*



*Scan to watch our 2021 Family Support Center Clinical Video*



**WE PARTNER WITH THE UTAH DEPARTMENT OF HEALTH TO PROVIDE REDUCED-COST THERAPY SERVICES TO UNDERINSURED/UNINSURED FAMILIES.**



# ADOPTION RESPITE

*Adoption respite reduces the risk of abuse or neglect by providing free in-home childcare, giving parents of state-adopted children a break. Families who have adopted a child through the Department of Children and Family Services, or another state agency, qualify for this free service.*

**27**

**FAMILIES**  
were supported on their  
adoption journey

**75**

**CHILDREN**  
received respite

**175**

**IN-HOME VISITS**  
were provided

**1,029**

**HOURS**  
of care were provided

A mother of an adopted son wrote, "I have one child, an 11-year old autistic boy. He is challenging at times and I don't feel comfortable leaving him in the care of a neighborhood teenage babysitter. However, I do feel comfortable leaving him in the care of an adult from Adoption Respite. Our son looks forward to these visits. She plays with him and is attentive to his needs. I feel a personal difference after our Adoption Respite visits. My stress level is lower and my satisfaction with parenting is higher after a much needed break. Sometimes, I count down the hours until the Adoption Respite staff arrives."

# Community Engagement



**2,038**  
Volunteer hours  
and **26**  
Group Projects

**876**  
attendees  
joined us for our first Free Family Night where we rented out Discovery Gateway for a free night of play for all families



We recognized each individual confirmed victim of child abuse and raised over

the **FACES** behind the numbers  
#BehindTheNumbers

**\$15,000**  
to further our mission to  
protect children  
and prevent abuse



**3,616**

pinwheels were planted  
at the Salt Lake County Building including a press conference with Mayor Jenny Wilson and other county, city, and state representatives.

Together we raised  
**\$99,819**  
at our first virtual gala  
*Resiliency* ART OF





## OUR BOARD

Cassie Alvey, *Chair*, Morgan Stanley  
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## OUR DONORS

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## OUR SPONSORS

