

FAMILY SUPPORT CENTER

ANNUAL REPORT 21/22

How the Family Support Center Met the Needs of a Changing World

The Family Support Center is a 501(c)3 nonprofit agency dedicated to strengthening families through providing education, resources, and support to alleviate stress and reduce the possibility of domestic violence and abuse.



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A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear Friends and Clients of the Family Support Center,
This year our community emerged from the COVID-19 pandemic. As we took small, uncertain steps back into 'normal' life, questions remained: How would families recover financially? Would children's learning be affected? And even more staggering—how would we handle the aftermath of all the trauma we experienced? In the face of this uncertainty, I am amazed at the way our staff rose to meet these challenges and the community's changing needs.

At LifeStart Village—where we house and support single-parent families—we encountered some unprecedented and risky behaviors from some of our families. Our team quickly assessed the causes of these new behaviors and addressed them by adding a case manager, bringing in a volunteer psychologist, and holding weekly processing groups.

In our crisis nurseries, we saw an increase in respite-focused child care requests as caregivers juggled the demands of employment, stretched finances, and changes in children's schooling. Every day, we saw more and more children exhibiting escalated behavior. To better support these families, we implemented a "Safe Place" in each nursery, allowing each child a place to safely regulate their emotions and learn social-emotional skills.

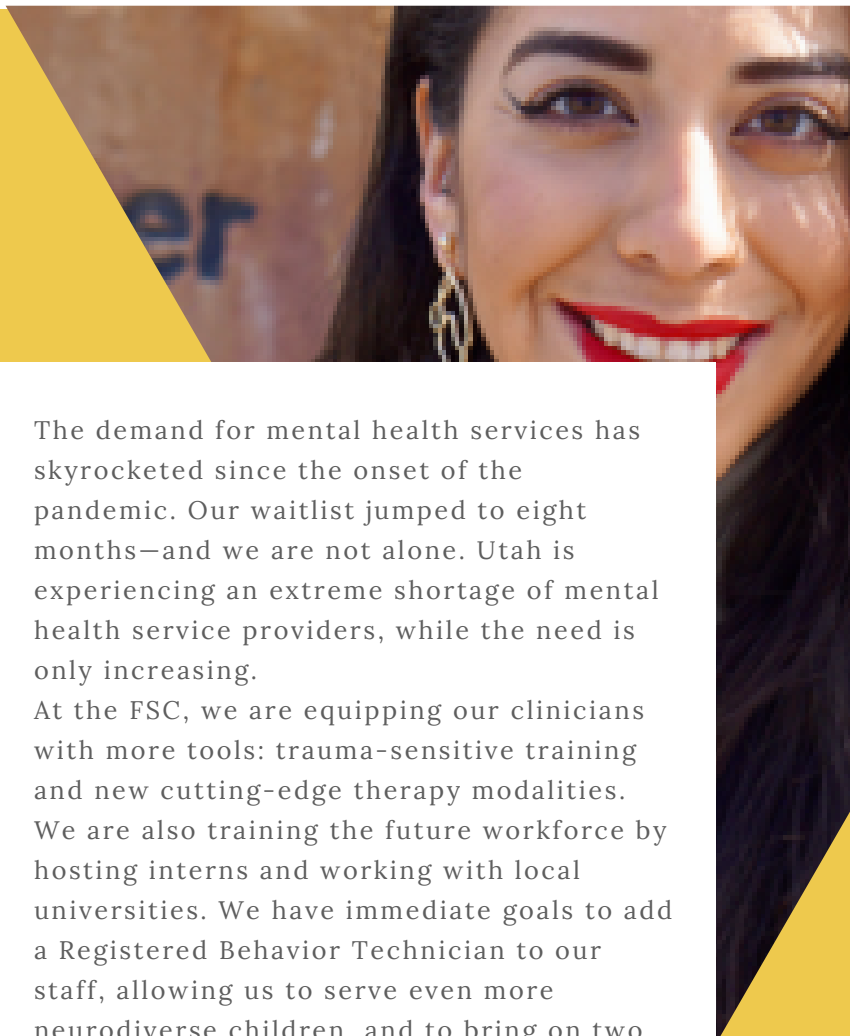
The demand for mental health services has skyrocketed since the onset of the pandemic. Our waitlist jumped to eight months—and we are not alone. Utah is experiencing an extreme shortage of mental health service providers, while the need is only increasing.

At the FSC, we are equipping our clinicians with more tools: trauma-sensitive training and new cutting-edge therapy modalities. We are also training the future workforce by hosting interns and working with local universities. We have immediate goals to add a Registered Behavior Technician to our staff, allowing us to serve even more neurodiverse children, and to bring on two more clinicians—families can't wait months for mental health care. We are committed to helping every Utahn access quality mental health care.

Please, join us in this work. By supporting the Family Support Center, you support families in your own backyard. Our programs build up the workforce, stabilize families, and lift our entire community. As you read through this report, I invite you to find the program that resonates most with you and get involved. We'd love to join you in building a better Salt Lake community.

Thank you for your support,

Jocelyn De La Rosa
Executive Director



HIGHLIGHTS

Embracing Change

Change and transition were the themes of the post-pandemic world. With a new strategic plan, team of directors, and sense of urgency the Family Support Center continued to provide a safe space for Utah families, where people of all backgrounds found respite and support. The shared trauma of the Covid-19 pandemic combined with a changing economy had a two-pronged impact on our families, and created an ever-increasing need for our services.



Joining Forces

We partnered with the eleven other Family Support Centers in Utah to advocate for increased funding for Utah's crisis nurseries in the state legislature. By working and organizing together, we were successful in bringing more resources to help strengthen families and protect children across the state.



HIGHLIGHTS

Putting Parents First

Parents Thrived in Parent Education Courses

We had a record number of caregivers attend our 8-week, virtual parent education course. Based on the Nurturing Parenting curriculum, caregivers learned how to raise children in a caring home that nourishes their self-worth, promotes their sense of personal empowerment, and maintains appropriate developmental expectations. The course teaches children that compassion is a family value and to treat everyone in a respectful, non-violent, and dignified way. Led by one of our therapists, Bobbi Reasch, LCSW and licensed educator, class enrollment was full year round.

Inaugural Parent Advisory Committee

This year we developed a Parent Advisory Committee, where past and current clients joined together to discuss the needs of the community, the services we provide, and the efficacy of our programs. The committee meets once a month and their first-hand knowledge gives invaluable support and credibility to our work.

VOLUNTEER SPOTLIGHT



Ivan Gonzalez
Best Seat in the House

"I love supporting the Family Support Center and LifeStart Village because they provide crucial support for families in our community. I believe in what they do in helping fight poverty and homelessness."



Officer Mark Utley
Unified Police

"It's important to be involved in something bigger than yourself, do for others and make an impact on people that changes their lives, makes this world a better place. I believe in the Family Support Center and the work you all do to guide the souls in your possession."

OUR IMPACT

INDIVIDUALS SERVED ACROSS ALL PROGRAMS

1,048

THERAPY SESSIONS

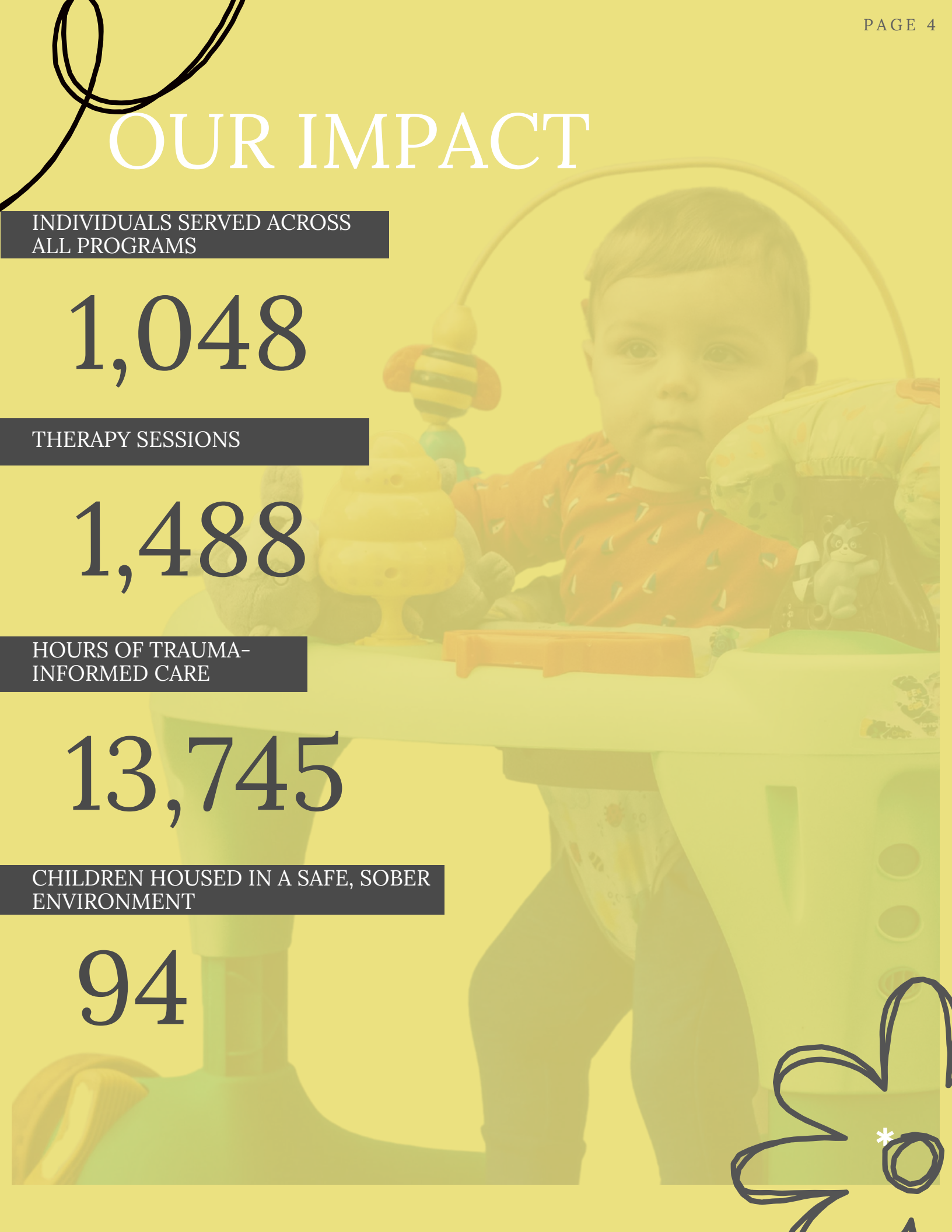
1,488

HOURS OF TRAUMA-INFORMED CARE

13,745

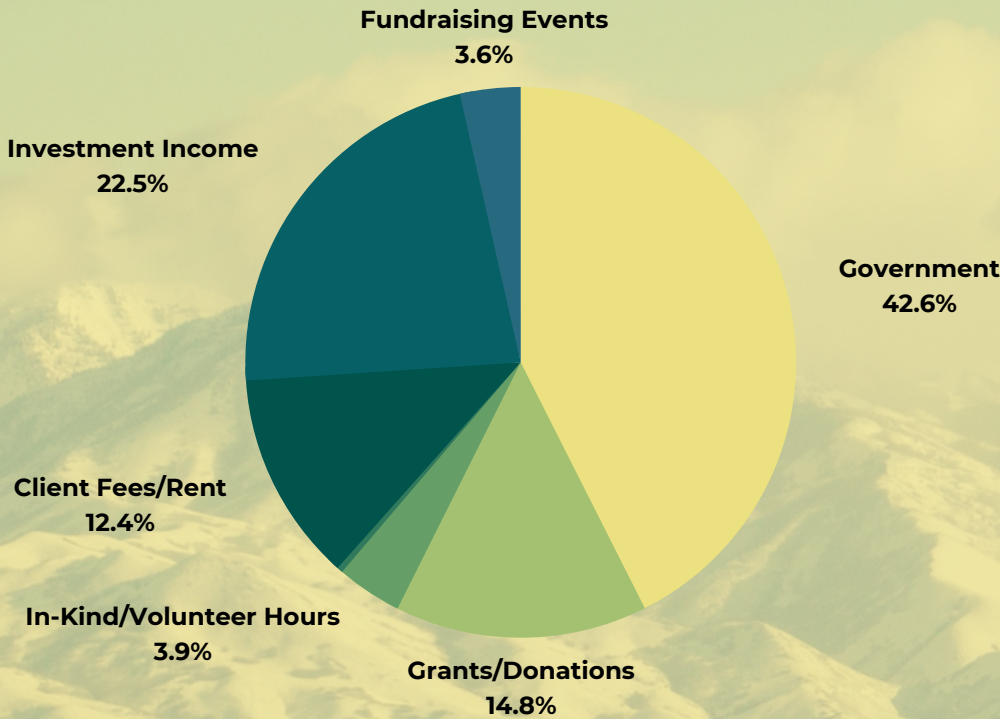
CHILDREN HOUSED IN A SAFE, SOBER ENVIRONMENT

94



FINANCIALS

Total Revenue \$ 3,168,213

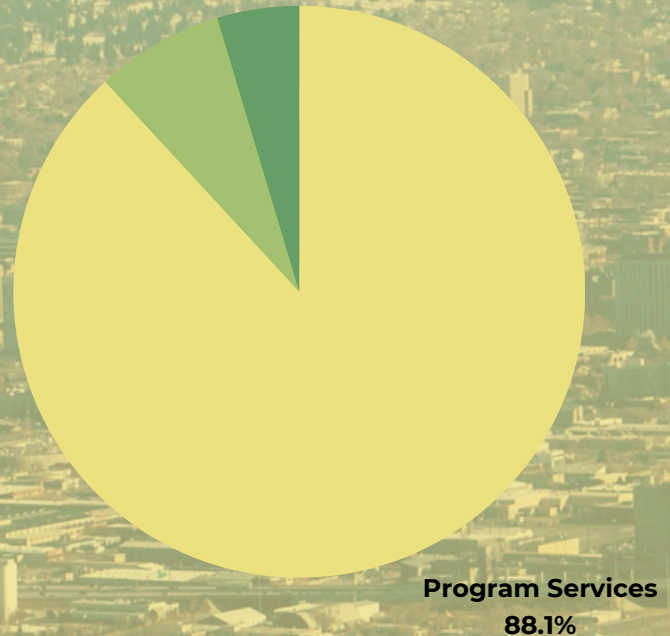


88%
of revenue goes directly to clients

Total Expenses \$2,718,002



31.4%
Revenue Growth



a full house at

LIFESTART

Thanks to the generosity of the donors listed below we were able to renovate nine units in both phases of housing! Providing our residents with clean, safe homes they can take pride in is an important part of the LifeStart model.

9

new units renovated

94

children were housed in a safe, sober environment



With LifeStart at capacity all year and an ever-growing waitlist of families, LifeStart Village's model continues to prove its efficacy and its importance.

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. FSC's LifeStart Village provides so much more than just housing; it fosters community among parents and families, teaches accountability, and creates confidence.



In-Kind Donations by:
 MoHawk Flooring, Dal Tile, Case Goods, Standard Plumbing, Regional VP of Home Depot, Tuff Shed, Brooke Larsen



CRISIS NURSERY

Our crisis nurseries are a safe haven for parents and children, offering respite for any caregivers who need a break, no matter the reason. More than simply childcare, our team strives to provide the best possible experience for each child by creating a safe environment while also teaching children social-emotional tools to use when they leave our nursery.



PROVIDING A “SAFE PLACE” FOR ALL CAREGIVERS

This year we implemented a “Safe Place” in each of our crisis nurseries. Rooted in the evidence-based social-emotional curriculum, Conscious Discipline, “Safe Place” is an inviting space where our staff can instruct and guide children through the self-regulation process.

ADOPTION RESPITE

This unique in-home respite service is free to Salt Lake County parents who have adopted through DCFS or an equivalent Utah adoption agency. Of the 135,000 children adopted annually each year, 59% are from child welfare or the foster system, 26% are from other countries, and 15% are voluntarily relinquished from their parents or guardians. Each of these children will grow to have similar yet unique needs, and FSC Adoption Respite specialists receive the most updated trauma-informed training to best assist parents.

“

(Crisis Nursery) Allowed us to survive and maintain positive family relationships.

”

STATISTICS

CRISIS NURSERY-ADOPTION RESPITE BY THE NUMBERS

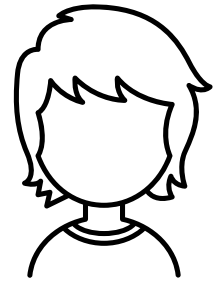
The number one reason caregivers sought services at the nursery was **respite**. Other reasons included therapy appointments, emergency daycare, court appointments, and medical emergencies.



1,521 hours of in-home respite care

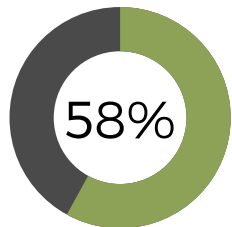


13,745 hours of trauma-informed childcare



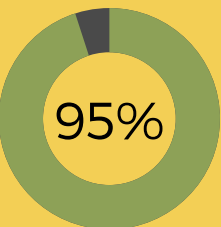
592 unduplicated children served

3,293 crisis nursery visits

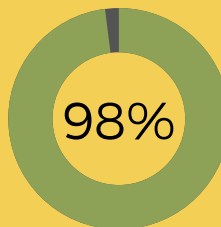


58% of children were ages birth- 3 years old

95% of parents stated that using the crisis nursery helped with their stress levels



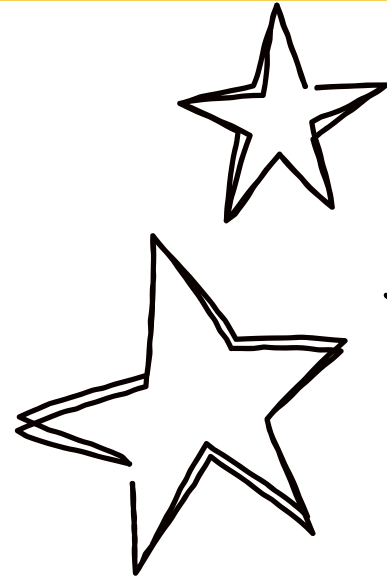
98% of caregivers agree that the crisis nurseries are a safe place for their child



*Providing a Safety Net
for the Low-Income and
Uninsured*

MENTAL HEALTH SERVICES

*We offer a wide
variety of modalities,
including EMDR,
ART, CBT, DBT, TF-
CBT, sand tray
therapy*



Post-Pandemic the Need for Mental Health Services Grows

Our Mental Health Clinic provides affordable, accessible, and high-quality services to those who might otherwise not have access to them, including those who are uninsured and participate in the Medicaid program. We believe that everyone deserves the highest quality therapy no matter their financial situation. This year brought us a higher volume of requests from the community as we continue to feel the effects of the pandemic.



In partnership with the Utah Department of Health's Office of Primary Care and Rural Health, we received over \$40,000 to provide mental health services to the un/underinsured. This funding allowed us to provide 274 therapy visits for individuals who struggled to find care anywhere else.

30%

of patients were uninsured

64%

of clients were under 30 years old

59%

of patients made under \$35,000

1,488

sessions

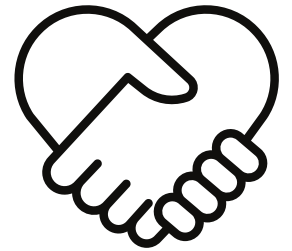
109

clients served

Welcome Home!

How You Can Help

The success of the Family Support Center depends on the support of our community and we deeply value your belief in our mission and your trust in our organization. Every donation, no matter how large or small, makes an impact on a local family.



Little Cents = Big Change



By rounding up your credit card purchases and donating the difference to the Family Support Center each month, you can make a meaningful impact without even noticing it. The spare pennies from your daily purchases can add up to make a significant difference for the families we serve, and it's an easy and convenient way to give back that won't put a dent in your budget.

Thank you to all of those who volunteered with us last year! We depend on our neighbors sharing their time and talents with us. For more information on volunteering please sign up for our newsletter on our website.



Partners in the Mission

THANK YOU!

Adobe Foundation, Aero Tech Manufacturing, Inc., Kiki Ahhong, Kathryn & Don Alexander, Amazon Smiles, American Express Company Employee Funds, Alan Anderson, Timothy Anderson, Sheila Anderson, Anonymous, Ashton Family Foundation, Assisteens SLC, Ruth Eleanor Bamberger and John Ernest Bamberger Memorial Foundation, Scott Barentsen, Allan Barker, Benevity Community Impact Fund, Shandra Benito, Janice Bosen, Naomi Briggs, Angel Broce, Pardis Brown, Zach Burkart, Stephanie Burnside, Dwayne Burton, Crista Casper, Chamber West, Charities Aid Foundation of America - CAF America, Chase Bank, Ana Cisneros, Jennifer Clark, Teresa Clark, Linda Clawson, Clint Allred, Colvin Engineering Associates, Community Foundation of Utah, Daniel Cory Payne, Cottonwood Presbyterian Church, Daltile, Jake Decker, Kris DeWitt, Dirtylicious Dance Fitness, Discover, Dominion Energy Charitable Foundation, E-Green, George S, and Dolores Dore Eccles Foundation arriner S, Eccles Foundation, Enterprise Holdings, Facebook, Fidelity Charitable, Doreen Fischer, Flex Fleet Rental, Erin R, Fox, FrontStream, Jessica Garcia, Marquise Garcia, Garden Heights South Ward, Kimberly Gardner, Bill and Karen Garff, Gateway League Business & Professional Women, Ruth Gerritsen-McKane,

Our Leadership

Jocelyn De La Rosa
Executive Director
Dawnie Elzinga, MSPH
Associate Director
Laura Watts
Finance Director
Abby Crouse, PhD
Clinical Director
Virginia Di Stefano
Crisis Nursery Director
Heidi Lund
LifeStart Village Director



Our Board

Cassie Alvey, Chair
Nate Paynter, Vice-Chair
Kirk Lundgren, Treasurer
Kim Compagni, Secretary
Janay Jespersen
Francesca Sarvello
Sam Thaller
Ann Lobos
Mathew Searle
Hal Gooch, Advisory
Member

Partners in the Mission

THANK YOU!

Erinn Geyer, Rebecca Graehl, Graham Giving Fund, Kathy Grange, Carola Groos, Marcelo Guerreiro, Robert and Susan Hale, Melody Hancock, Nate Hancock, Ariel Harris, Ed Harrison, Samantha Hastings, Mary Ann Hatch, Heart 2 Home, Elizabeth Hernandez, Amber Hilles, Jacob Hoehne, David I Hoschouer, Miranda Hunstman, IN-N-OUT Burger Foundation, Joan Ishimatsu, Arnold Jackson, Melissa Jasperson, Erin Jemison, JEPS Foundation, Mary Johnson, Makaila Kelso, Katelyn Knaak, Knight Family Foundation, Kelli Knoble, Andrew Knudsen, Kroger, LDS Bishop's Storehouse, Les Schwab Tires Center, Kay Lewis, Allen Litster, Karaden Lodder, Leon Malkoogainnis, Marathon Petroleum, Greg Mark, Masonic Foundation of Utah, Inc, Tricia McKean, Craig MendenhallMidvale East 4th Ward, Miller Family Philanthropy, Larry H, Miller Charities, Miner Foundation, Molina Healthcare, William Moran, Morgan Stanley Bank N,A, Russ and Paula Morley, Mountain America, Murray Utah Little Cottonwood Stake, Network For Good, Neil K, Nixon, David Novom, Chris and Maire Nuccitelli, PayPal Giving Fund, Janet Phinney, Pitney Bowes Bank, Pledgeling Foundation, Marilyn Poulsen, Heidi Pratt, Primary Children's Trauma Team, Linda Pugmire, Erik Rapp, RB Health Manufacturing,



FAMILY
SUPPORT
CENTERS
of Utah



Partners in the Mission

THANK YOU!

Rocky Mountain Power Foundation, Roos, Whitney Rose, Ian Rowatt, June Kathyleen Rullan, Salt Lake County, Salt Lake Modern Quilt Guild, Salt Lake Christian Church, Kylie Sandoval, Sandy City, Francesca Sarvello, Scott Shupe, Mynor Silva, Kayla Silvey, Annetta Sine, Sorenson Legacy Foundation, Nancy Sosa, Leanne Spencer, Spherion/Tifie, Jennifer Starkey, Bobby Stevens, Kristin Stocking, Rudy Stone, Bailey Swenson, Synchrony Financial, Jean Ann Syphus, Target Corporation, Savieti Tauveli, Sam Thaller, Chris Thompson, Jill Tingey, Tisbest Philanthropy, Ann Tyler Ph.D., UBS Bank USA, Emmalani Unga, United Way of Salt Lake, Marc Urmston, Utah Board of Juvenile Justice, Utah Women's Giving Circle, Utah Medical Association Foundation, Utah Association of Financial Services Foundation, Utah Public Health Association, Valley View 1st Ward, Vintage Design, Walmart, Thomas Walter, Wasatch Global Anh Hoang Company Match, Washington Federal Foundation, C, Scott and Dorothy E, Watkins Charitable Foundation, Joanna Wheelton, Shawn Whiting, Williamsen Family Foundation, Mark Williams, Derek Williamson, Andrea Wilson, Lizzy and Jacob Young, Zions Bank, Anna Zoucha, Richard K, and Shirley S, Hemingway Foundation, Women of the Word Good Shepherd Lutheran Church, 21 Squared Financial.





The
Family Support Center