



**SUPPORT FOR FAMILIES
OF CHILDREN WITH DISABILITIES**



2010 Annual Report

The purpose of Support for Families is to ensure that families of children with any kind of disability or special health care need have the knowledge and support to make informed choices that enhance their children's development and well being. Through fostering partnership among families, professionals and the community our children can flourish.

INFORMATION

Families raising a child with disabilities need to understand their child's special needs and learn about resources. Support for Families offers several ways to obtain this vital information.

The Support for Families **Phone Line** and **Drop-In Services** at the Family Resource Center offer families and professionals information, resources, referrals and guidance. Community Resource Parents can provide information in English, Spanish, Cantonese, and Mandarin.

The Joan Cassel Memorial Library at the Family Resource Center lends books and media materials for families and professionals, and includes a toy lending library. The library catalogue is now online.

Resource Packets on specific topics such as Learning Disabilities, ADHD, behavior and autism provide another

source of information; packets are available in three languages.

The Support for Families **website** (www.supportforfamilies.org) provides information on events at Support for Families and in the Bay Area, and links to resources from around the nation. Families have access to a computer on site, where staff members are available to help them find online resources. Several **listserves** keep families and professionals up to date. The quarterly **Newsletter, available in English, Spanish and Chinese**, features articles relating to children and youth with disabilities.



More than 400 parents and professionals attended the 2010 Information and Resource Conference.

EDUCATION

Support for Families' many educational activities give families, and professionals who work with families, opportunities to develop skills, learn about resources, and communicate more effectively with one another.

Education activities include **parent-professional workshops, small group clinics, trainings, parent panels, and conferences**. Topics for workshops and trainings during the year included early intervention, behavior, inclusion, sensory integration, family centered care, the Individual Education Plan (IEP), and many more. Weekly small-group clinics on the IEP and transition offered more individualized help for families. Free

on-site childcare made it easier for families to attend. Clinics were presented in English, Spanish, and Cantonese; simultaneous translation was available for workshops and trainings.

The annual **Information and Resource Conference** was held in collaboration with SFUSD in March and offered a full day of educational activities. 22 workshops, an assistive

technology demonstration center, and 60 exhibitors provided families and professionals with a wealth of information and opportunities to network with one another.

Community education and outreach activities included teams of parents and staff who made presentations to classes, organizations, and professional groups about disability issues and the experiences of families.

FAMILY-TO-FAMILY SUPPORT

Family-to-family support is part of every service provided by Support for Families. Most of our direct service staff, all of our Parent Mentor volunteers, and the majority of members of our Board of Directors are, themselves, parents or family members of children with disabilities or special health care needs.

Support groups offer peer support, information, and resources to parents, caretakers and siblings of children with disabilities. Support groups in 2010 included those for Spanish speakers, Cantonese speakers, families of young children, families of older children, families dealing with specific disabilities, and many others.

Volunteer Parent Mentors are parents of children with disabilities who complete extensive training and are matched with other parents to offer support and resources on an individualized basis.

Mental health services in 2010 included short-term counseling and

case management, and referral, available in English, Spanish, Cantonese, and Mandarin.

Family recreational and social events provide relaxing, fun opportunities for families to get together and enjoy themselves. One thousand parents, children and volunteers attended free family events during 2010, including Family Fun Day, the Halloween Party, and a Holiday Ice Skating Party at Yerba Buena Ice Rink. The second annual health and recreation fair in Golden Gate Park, *Access to Adventure*, introduced hundreds of families to opportunities in the community they may have never thought possible.

Support for Families services continued to impact large numbers of children and families in 2010.

- Community Resource Parents (CRPs) provided individualized support to 735 families (unduplicated count).
- CRPs made 5,320 phone and in-person contacts with families and professionals.
- 1785 parents and professionals receive our printed newsletter. In addition 340 families and professionals receive the print version newsletter in Chinese and 513 families and professionals receive it in Spanish. The newsletter is available online in PDF format, receiving a total of 12,542 hits: 3740 English; 4260 Spanish and 4542 Chinese.
- 2,070 caregivers and professionals attended 265 workshops, trainings and clinics.
- More than 400 families and professionals attended the 2010 Information and Resource Conference, which featured 22 workshops and 60 exhibitors.
- There were 108 matches through the Parent Mentor program with English and Spanish-speaking Mentors.
- 250 family members attended 14 support groups.
- 997 volunteers provided 3,457 hours of service.
- 482 children received on-site childcare, allowing their parents to participate in Support for Families activities.
- There were 296,041 visitors to the Support for Families website.



Family recreational and social events provide relaxing, fun opportunities for families to get together and enjoy themselves.

COLLABORATIONS/SPECIAL PROJECTS

Support for Families collaborates with agencies and service providers throughout California to improve the services and systems that affect families of children with disabilities and special health care needs.

Statewide Initiatives

Family Voices of California (FVCA) is a Family to Family Health Information Center comprised of a coalition of parent centers working to improve policies and systems of care for children with special health care needs. Support for Families is the coordinating agency.

Support for Families is also an active member and fiscal agent of the **Family Resource Centers Network of California (FRCNCA)**, a collaboration of centers providing parent-to-parent support for families of children with disabilities throughout California.

Local Service

Coordination Initiatives

The **Special Needs Inclusion Project**, funded by DCYF, provides training and support to help city after school programs provide positive

inclusive experiences for children and youth with disabilities ages 6 to 13.

The **Improving Transition Outcomes Project (ITOP)** focuses on youth with special needs ages 14 to 24. ITOP convenes agencies from throughout San Francisco to ensure that youth can transition smoothly to adult services. Support for Families and Jewish Vocational Services are co-coordinating agencies.

The **High Risk Infant Interagency Council (HRIIC)**, a project of First 5 San Francisco, brings together agencies working with children birth through five with special needs. Support for Families is the fiscal agent of HRIIC.

SFCD is a partner in the **Child Care Inclusion Challenge Project (CCICP)** working to increase inclusive child care opportunities for children with special needs in San Francisco.



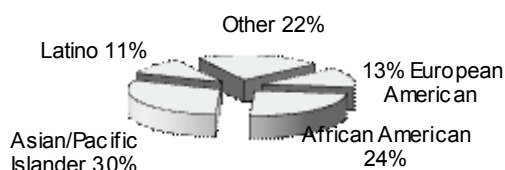
Support for Families is a:

- Parent Training and Information Center (PTI) (as part of the Northern California Region 4 Collaborative).
- California Family Empowerment Center on Disability.
- California Department of Developmental Services Early Start Family Resource Center.
- Family Voices of California Family-to-Family Health Information Center.
- Community Parent Resource Center (CPRC)

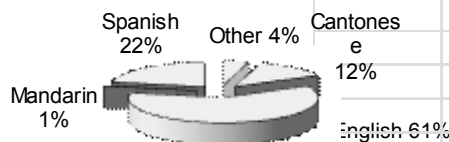
Families We Serve

Families of children with disabilities come from all walks of life and all income levels. Because Support for Families does not have eligibility requirements, we can assist families of children with any kind of disability or special health care need. The most frequently reported issues in 2010 were needing support, needing childcare, assessment or screening and questions about the IEP, other education issues, and their children's behavior.

The data below is from the 735 families who had consultations with Community Resource Parents in 2010.



Ethnicities of Children



Primary Languages of Families

Latino 11% Other 22%

AFRA AFSHARIPOUR AND DIEGO VALDERRAMA



Afra Afsharipour and Diego Valderrama first contacted Support for Families when their son, Emilio, was about 18 months old. They discovered SFCD through the staff of the CPMC parent infant program and their pediatrician. Emilio doesn't have a specific diagnosis, but has what doctors call "global developmental delays". It was hard at first for them to know where to turn. Their first conversation with a Community Resource Parent at Support for Families opened the doors to a community that has since provided them with tremendous support, information and education that has set them on a path of helping not only their own son, but mentoring other families as well.

Afra and Diego say that one of their biggest challenges was, and continues to be, that Emilio doesn't have a specific diagnosis. "We didn't know where we fit."

Working with the various systems is especially challenging for a child without a diagnosis. "Speech therapy, physical therapy, occupational therapy, you have to figure out each one and if your child is eligible." And, Diego and Afra find it much harder to get insurance to cover costs.

"Support, education and information have allowed us to feel on top of the process (as much as we can). Connecting with other parents is as important as the information." They began attending the Tuesday night support group, which Afra said is, "Just fantastic." They found the IEP trainings they attended when Emilio was getting ready for school to be instrumental in getting his education off to the right start. Through working with the Child Care Inclusion Challenge Project, they were able to make informed decisions about his preschool – balancing his needs for inclusion with specialized services.

Afra and Diego know that Support for Families has made a difference for Emilio. The various family events such as the Holiday Ice Skating Party and the Halloween Party allow him to take part in activities that increase his enjoyment of life.

They have joined with other parents to become mentors through the Parent Mentor Project at Support for Families. They know their son – and the sons and daughters of other families – will continue to need advocacy, support and nurturing.

"When you first have a child with disabilities, it is extremely overwhelming; it is not what you planned or expected. For us, getting educated is really the key – it helped us with acceptance, with getting organized and prioritizing everything that was coming at us at once. Now, we can adore Emilio for who he is, rather than who he 'should' be. The future is bright."

THANK YOU to the many individuals and organizations supporting us in 2010

Corporations, Businesses, Organizations:

\$2,500 to \$4,999

Philip M. Eisenberg Charitable Trust

\$1,000 to \$2,499

Alioto's Restaurant
Paragon Real Estate Group
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To \$100

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Kai Ming Head Start
Northern California Practice Sales

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\$2,000 to \$4,999

Anonymous
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Sally Spencer
Jeff Byrne and Bruce Deming
Erica and Jeff Harrell
Susan Lin
Robert A. Lurie

\$1,000 to \$1,999

William Bivins
Emily Chen and Christopher Carrera
Judy Chen and Michael Gamboa
Christian Dauer
Juno Duenas
Josua and Karen Goodman

We apologize for any omissions, errors or misspellings! Please contact us if there is an error so we can correct our records.

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Lisa Shirley
Diana Tang-Duffy, MD and Sonja Huie, MD
Jeffrey Romano
Ralph and Irma Thaler
Linda Tung

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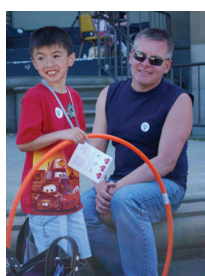
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*Because of different campaign processing schedules, there is often a delay in our receiving notice of workplace gifts.



Funders:

Government Grants and Contracts:

Maternal and Child Health Bureau, U. S. Dept. of Health and Human Services
 Office of Special Education and Rehabilitation, U.S. Dept. of Education
 California Dept. of Developmental Services
 California Dept. of Education
 Children’s Council of San Francisco
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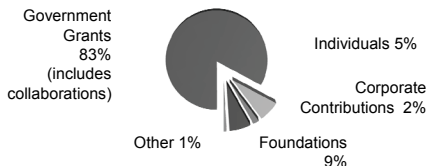


Support for Families connects families to one another through information, education and support.

2010 Financial Summary

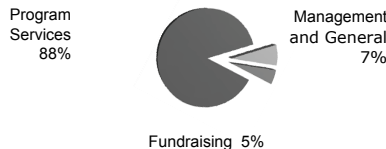
Income \$2,242,164

January 1—December 31, 2010



Expenses \$2,207,501

January 1—December 31, 2010



Complete audited financial statements are available at the Support for Families office.



SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES

1663 Mission Street, 7th Floor
 San Francisco, CA 94103
 (415) 282-7494
 FAX (415) 282-1226

Family Resource Center
 1663 Mission Street 7th Floor
 San Francisco, CA 94110
 (415) 920-5040
 FAX (415) 282-1226
www.supportforfamilies.org

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*as of 1/15/11