

Annual Report 2017

SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES



The purpose of Support for Families is to ensure that families of children with any kind of disability or special health care need, and the providers who serve them, have the knowledge and support to make informed choices that enhance children's development and well-being.

We promote partnership with families, professionals and the community at large, because it is through partnership that we create a community where our children can flourish.





From the Board President and Executive Director

Dear Friends,

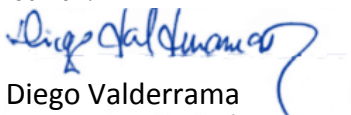
Another milestone anniversary: a time to reflect, celebrate, and look ahead...

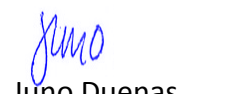
When our founders, Joan Cassel, Helen Rossini, and Marge Zeidman began answering calls from a handful of parents about the special needs of their children in 1982, they probably had no idea that, 35 years later, more than 2,000 parents and caregivers every year would be using one or more of Support for Families' many services – and letting us know how grateful they are for the information and support they received.

In the past five years alone, we have:

- Opened an exciting new **Assistive Technology Lab** that allows families to try out both high-tech and low-tech approaches that can help their children learn and communicate;
- **Re-organized our library** and drop-in spaces at the Family Resource Center to make them more welcoming for families;
- Developed **new partnerships** with cultural institutions and community organizations and worked collaboratively to help them develop more welcoming environments for our children;
- Greatly increased our involvement with **early intervention** efforts, including developmental screenings and early education professional development so young children with special needs can receive more timely, appropriate, and inclusive services;
- Worked with partners around the state to develop and implement innovative **leadership training** that prepares more parents to make their voices heard on issues important to families of children with special needs.

In our 35 years of service, our staff, board members, donors, funders, and volunteers have worked hard to keep Support for Families focused on its mission and goals. We're proud of what we've accomplished since our founding, and are looking forward to continuing to work towards a world where all children – including those with special needs – can grow and flourish.


Diego Valderrama
President, Board of Directors


Juno Duenas
Executive Director

Support for Families Certifications

- San Francisco Population-Based **Family Resource Center for Special Needs** (First 5 San Francisco; Department of Children, Youth and their Families; SF Human Service Agency).
- **Community Parent Resource Center (CPRC)**, US Department of Education.
- **Parent Training and Information Center (PTI)** as part of the Northern California Region 4 Collaborative, US Department of Education.
- **Family Empowerment Center on Disability**, California Department of Education.
- **Early Start Family Resource Center**, California Department of Developmental Services.
- **Family-to-Family Health Information Center**, Family Voices of California.
- **Help Me Grow San Francisco Affiliate**.

Services and Reach



While working directly with families, Support for Families also collaborates with agencies and service providers in San Francisco and throughout California to improve the services and systems that affect families of children with special needs.

SUPPORT FOR FAMILIES

Information ■ Education ■ Family-to-Family Support

Statewide Collaborations and Projects

- **Family Voices of California (FVCA)** is a Family to Family Health Information Center of the US Maternal Child Health Bureau. SFCD serves as the coordinating agency for this coalition of California parent centers working to improve policies and systems of care for children with special health care needs. FVCA is a member of a national Family Voices movement. SFCD coordinates FVCA's annual Health Summit and Legislative Day as well as its **Leadership Project** that trains family members in advocacy.
- **Family Resource Centers Network of California (FRCNCA)** is a statewide collaboration of centers providing peer support for families of children with special needs. SFCD also coordinates FRCNCA's **Early Start Plus (ESP)** (formerly Prevention Resource and Referral Services) to help family resource centers ensure the timely delivery of outreach, information, and referrals for "at risk" babies in the state.

Family Resource Center

- Phone Line and Drop-in Center staffed by Family Resource Specialists
- Resource Library and Information Packets
- Parent/Professional Workshops, Clinics and Trainings for Caregivers and Professionals
- Assistive Technology Lab
- Support Groups
- Volunteer Parent Mentors
- Newsletter, Website, Social Media
- Annual Information & Resource Conference
- Case Management
- Child Care while families receive services
- Recreational and Social Events for Families

Local Collaborations and Projects

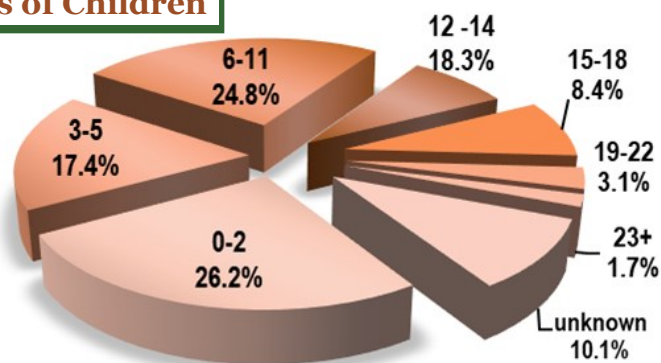
- **SF Inclusion Networks** is a professional development center working to advance the capacity of early care and education staff to create rich environments where children with and without disabilities learn and grow together.
- **Special Needs Inclusion Project (SNIP)** provides training and support to help after-school programs create positive inclusive experiences for all children.
- **Help Me Grow (formerly the High Risk Infant Interagency Council)** brings together agencies for problem solving and systems improvement for children 0-5 with special needs.
- **Mission Promise Neighborhood.** Support for Families is a member of this collaboration based on the Harlem Children's Zone model. MPN is building a comprehensive, integrated framework of evidence-based services in San Francisco's Mission District aimed at student achievement and family economic security. SFCD is providing development screenings and links to early intervention services.

Our Families



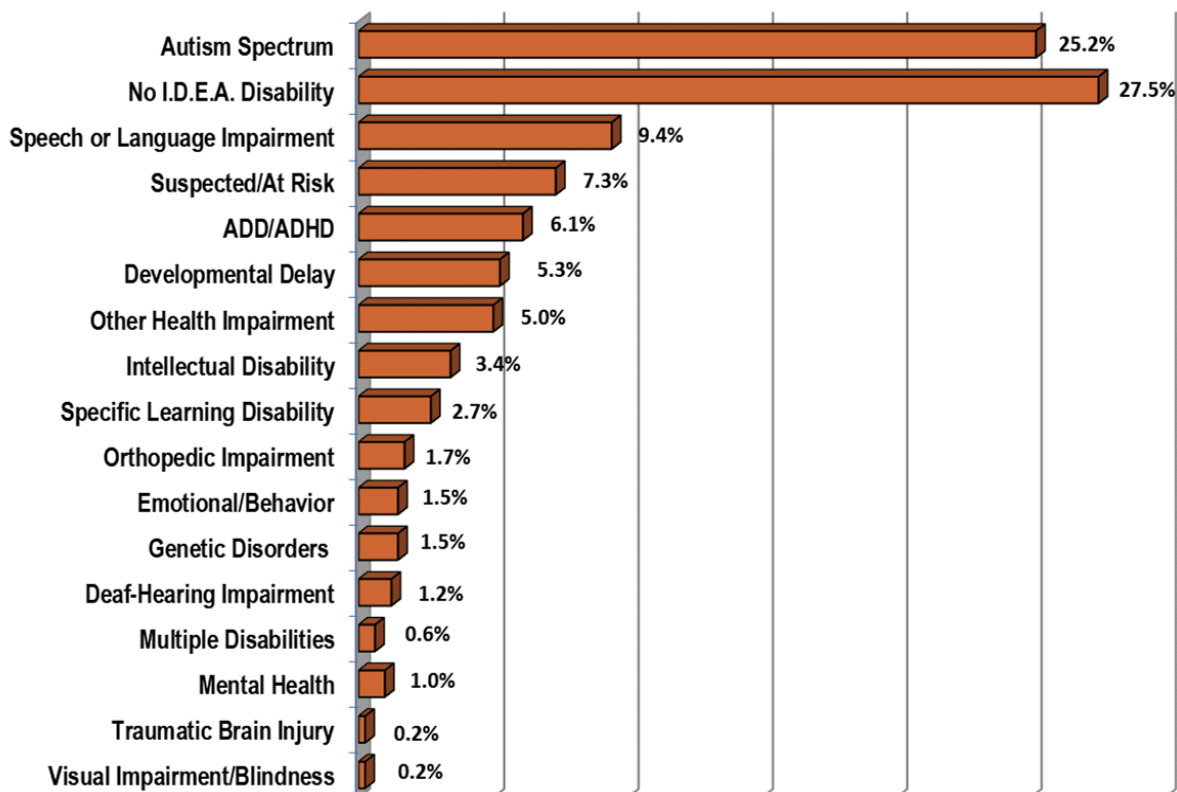
Children with special needs and their families come from all walks of life and all income levels. Because Support for Families has no eligibility requirements, we can respond to families of children with any kind of disability or special health care need — and even when families just have a concern. The data below is from the **2,337 (unduplicated) parents and caregivers** who had consultations with a Family Resource Specialist and/or attended a Support for Families workshop, support group, or event in 2017.

Ages of Children



Primary Special Needs of Children

Based on 817 children whose families reported a primary need.

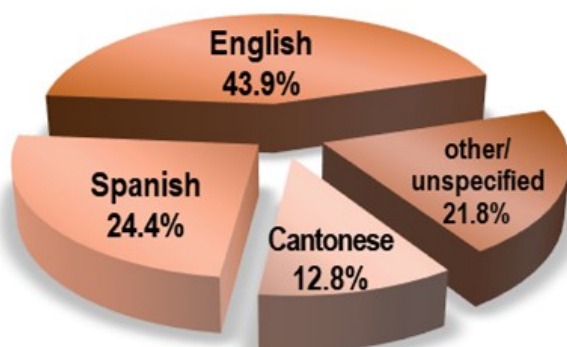


Families tell us about the **impact** of Support for Families on their lives:

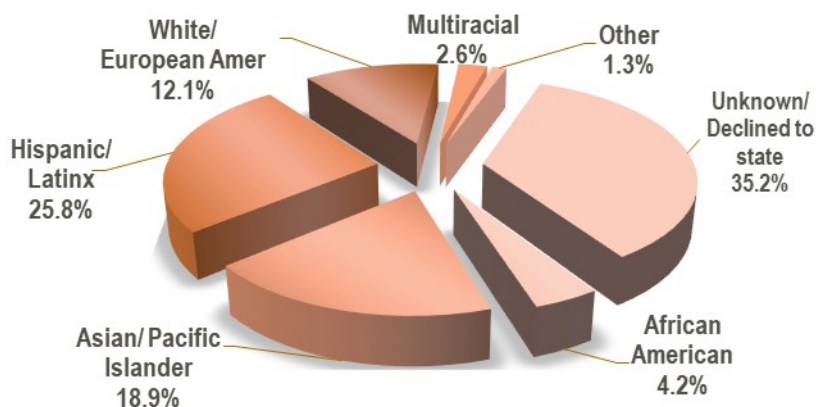
In surveys following Support for Families workshops...

- ▣ **95.9%** of 171 parents agreed or strongly agreed that the training provided them with strategies to advocate effectively for their child.
- ▣ **99%** of 87 parents agreed or strongly agreed that they were better prepared to participate in decision making processes.
- ▣ **99%** of 86 parents agreed or strongly agreed that they were better prepared to communicate more effectively with professionals and/or work with schools.

Primary Languages of Families



Ethnicities of Families



Information

Families raising a child with disabilities and professionals working with families 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. Family Resource Specialists provide family-to-family information in English, Spanish, Cantonese, and Mandarin. Our bilingual Social Workers provide case management and short-term counseling when needed. Families have access to a computer on site, where staff members are available to help them find online resources.

The **Joan Cassel Memorial Library** at the Family Resource Center has more than **5,000 resources** that include books, periodicals, toys and media materials. Families and professionals can borrow materials free of charge. There is even an **iPad and assistive technology lending library** to enable children to try out assistive communication applications. The Library is open during drop-in hours at the Family Resource Center; the library catalog is also available 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 in print and online.

The quarterly **Newsletter**, available in **English, Spanish and Chinese in both print and e-news editions**, features articles relating to children and youth with disabilities and a pull-out guide with upcoming workshops, group meetings, and events.

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. A biweekly information digest includes community events, opportunities for input, news, and resources. And our **Facebook** page (facebook.com/supportforfamiliesf) offers a great way for families to stay current with our events and share information with others. ■



- ▣ In 2017 Family Resource Specialists, trained volunteer Parent Mentors and social workers provided individualized information and support to **1,252 families (unduplicated numbers)**.
- ▣ In 2017, family members and professionals checked out more than **125 books, toys or resource materials, including Assistive Technology loans** from the Joan Cassel Memorial Library. Our Librarian responded to **375 requests for references or information during the year**.
- ▣ More than **1,407** people subscribed to the print versions of our **Newsletter** in English, Spanish or Chinese; another 1,025 receive the e-mailed version.
- ▣ Our **website (www.Supportforfamilies.org)** was visited over **47,976** times in 2017, and **2,761** people like us on **Facebook**.

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 at SFCD include **parent-professional workshops, parenting programs, small group clinics, parent panels, and conferences.** In addition, **Community education** and **outreach activities** feature teams of parents and staff presenting to classes, organizations, and professionals about disability issues and the experiences of families.

SFCD workshops remain a popular service for families seeking to obtain information and build their skills. Families and professionals have suggested many of the topics for these activities, which are designed to address the needs of children at different stages of life and to focus on a wide range of concerns and questions. A few examples of 2017 topics: *The ABLE Act and Planning for Your Loved One's Future; Top 10 Mistakes for Parents to Avoid in the IEP Process; Music Therapy: Using Music to Enrich the Lives of Individuals with Special Needs; Addressing Aggressive and Self-Injurious Behaviors in Individuals; Social Security*— and many more. Meanwhile, weekly small-group clinics on the IEP and Transition, in English, Spanish, and Cantonese, continued to offer more individualized help for families. Simultaneous translation for workshops and free on-site childcare made it easier for families to attend.

The annual **Information and Resource Conference** was held in collaboration with SFUSD in March and offered a full

- ▣ Support for Families provided **310 education events** in 2017 with a **total attendance of 3,699** parents, youths, and professionals.
- ▣ The annual **Information and Resource Conference** held in March featured **29 workshops** and **76 exhibitors**. More than **452** parents and professionals attended.

day of educational activities. The 29 workshops available during the conference, plus an assistive technology demonstration center, and many exhibitors provided families and professionals with a wealth of information and opportunities to network with one another.

The Triple P – Positive Parenting Program® is a 12-week evidence-based parenting and family support system designed to prevent – as well as treat – behavioral and emotional problems in children and teenagers. Ten families completed the full program this past year.

A new workshop series called *Abriendo Puertas* debuted in the community in 2017. SFCD also began a 3 part series on self-advocacy for high school students with disabilities in partnership with the San Francisco Unified School District.

Meanwhile, our **Assistive/Augmentative Communication (AAC)** project continued to teach families about ways technology can assist children and youth with communication and learning. The **Tech Lab** on the 7th floor continues to provide youth and families with a place to try out low- and high-tech devices and adaptations. And our innovative Communications Clubs for AAC users continue to offer a way for children, youth, and young adults to practice their communications skills while they enjoy socializing with each other. ■



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 special needs.



Support groups offer peer support, information, and resources to families of children with disabilities. Seventeen different groups in 2017 included a new Down Syndrome Support Group for Spanish speaking families; new Mental Health groups for English and Spanish speaking families; and other ongoing groups in English, Spanish and Cantonese. Other **Mental Health Services** in 2017 included short-term counseling, case management and referral, available in English, Spanish, Cantonese, and Mandarin.

Volunteer Parent Mentors are parents of children with disabilities who complete extensive training in English or Spanish and are matched with other parents to offer support and resources on an individualized basis. They also participate in speaking panels and outreach events.

Family recreational and social events provide relaxing, fun opportunities for families. Attendance at 17 events in 2017 exceeded 12,000 children and families

(879 unduplicated). Access to Adventure in Golden Gate Park provided introductions to a wide variety of recreation, sports, and cultural opportunities. The annual Halloween Party and Holiday Ice Skating Party at Yerba Buena Ice Rink remain as popular as ever. Seven Movie Nights added to the year-round fun.

On Family Access Days at museums and cultural institutions our families can enter early, free of charge, and enjoy special activities designed to meet special needs. They can then stay for regular visitor hours if they wish. Our Special Needs Inclusion Project (SNIP) staff provide training to staff and volunteers to promote more welcoming and inclusive environments. This year, SFCD added new Access Days at the Walt Disney Family Museum, Children's Creativity Museum, and San Francisco Zoo in addition to ongoing partnerships with the SF Aquarium of the Bay, Fine Arts Museums, and Contemporary Jewish Museum. ■

▣ There were **93 matches made through the Parent Mentor program** with English and Spanish-speaking Mentors. More than **140 active volunteer Parent Mentor volunteers** provided individualized assistance and outreach.

▣ More than **220 other volunteers** provided **1,720 service hours** in support of programs and at events.

▣ **294** (unduplicated) family members attended one of SFCD's **17 Support Groups** in 2017.

▣ Total attendance at **17 Family Events** exceeded **1,200** in 2017.

▣ Childcare staff provided more than **443 hours of on-site care** that enabled **families of 160 children** to participate in Support for Families activities.

Thank You!

...to the many individuals,
businesses, and organizations
who supported our work in 2017.

Corporations Businesses & Groups

\$10,000+

The Allene & Jerome
Lapides Foundation
Pamakid Runners
Club

\$5,000 - \$9,999

Lucile Packard
Foundation for
Children's Health
CA Foundation
Independent Living
Center

\$2,500 - \$4,999

Able Services
Bryan Cave LLP
BMP Realty, Inc.
CenCal Health
Children's Hospital
Los Angeles
CTO Realty
Lucile Packard
Children's Hospital
Stanford
Morgan Stanley
Sun Mountain LLC
Theta Delta Xi
UCSF Benioff
Children's Hospital
San Francisco

\$1,000 - \$2,499

Becton Dickinson
Matching Gifts
CalOptima
Central California
Alliance for Health
Children's Specialty
Care Coalition
Disability Rights
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Pacific Pediatrics
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Sun Mountain LLC
The Walt Disney
Company
Foundation
Matching Gifts
Tri-Counties Regional
Center
UCSF Benioff
Children's Hospital
SF

Valley Children's
Healthcare

\$500 - \$999

Pan-Med Ltd.
Prader-Willi
California
Foundation
The Campbell
Foundation
Matching Gifts
Together We Grow

\$100 - \$499

AstraZeneca
Pharmaceuticals LP
Matching Gifts
Adobe Matching Gifts
AmGen Foundation
Matching Gifts
Deutsche Bank
Americas
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Disney EARS to You
Edrington, Schirmer
& Murphy LLP
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Silicon Valley
Community
Foundation
The K Foundation

under \$100

AcroSports
As Now Advocacy
Bright Funds
Foundation
Matching Gifts
Chevron Employee
Matching Funds
Early Support
Program for Autism
ETC Trips
Eyrie LLC
GFWC Clayton Valley
Woman's Club
Pomeroy Recreation
& Rehabilitation Ctr
Rainbow Grocery
San Francisco Little
League - Challenger
Division

Individuals

\$10,000+

Tal and Rachel Eslick

\$7,500 - \$9,999

Jane LaPides and
Murray Cahen

\$5,000 - \$7,499

Helen Brame
Lori and Mario
Dahdah
Louis and Dr. Suzanne
Giraud
Linda and Paul
Korntheuer

\$2,000 - \$4,999

Lynn Altshuler
Eileen and Nersi
Boussina
Steve Cherenky
Mike Elmore
Jeff Harrell
Nancy Hudgins
Barry Milgrom
Kay and Joe Ryan
Beverly Steiner

\$1,000 - \$1,999

Pamela and John Ball
Peggy Barbieri and
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DDS
Penny Bellamy and
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Linda Boghrati and
Ken Schnoll
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Andrea and
Christopher Dehner
Michael Delagnes
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Marylou and Phillip
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Rucker
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Laurel Kloomok and
Ned Smith
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Misenheimer and
Jim Misenheimer
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Dan and Anette
McCormick
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Susan Rasmussen
Kathy and Bart
Shepherd
Brandon and
Michelle Smith
Antoinette (Mai
Mai) Tsai Wythes
and Paul Wythes
Margaret and David
Wadhvani
Ronald Waits and
Rosemary Phelps
Steven Winningham
and David Caley

\$500 - \$999

Azar and Pashotan
Afsharipour
Stephanie and Ila
Afsharipour
Daphne and
Christopher Alden
Fred and Nancy
Amini
Lisa Baker
John and Shayne
Bekiaris
Abigail Beyer
Jake and Bethany
Block
Brian and Abigail
BloomKing
Sigrid Van Bladel
and Stephen
Brotzman
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Audrey Carlson
Juan Andres
Chavarria and
Parasto Tabassi
Bill Choi
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Lucy Crain
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Lee and Michelle
Diamond
Alex Dinello
Joseph Feldman
Judith and Howard
Fish

Bruno Fomasi
Stephen Gentile and
George Viray
Julia Guggenheim
Janet Guthrie
Patricia and James
Hargarten
Eddie Harouni
Fred Jones
Melissa
Koenigsberg and
William Lee
Fred Levinson
Albert Lou and
Carrie Shi
Joe and Sean Lowry
Peter Mansfield
Ricky Martinez
Sally McDonald
Shiva and Lizbeth
Mendez
Nancy and Charles
Murphy
Nathan Rhodes
Catherine and Bob
Sarlatte
John Seemann and
Robert Hines
Patricia Seith
Goldie and Martin
Sosnick
Carolyn Startup and
Robert Noakes
Dr. John Takayama
Yuki and Lennart
Van Den Ende
Christine Varon, Sol
Varon, Eliska
Bednarova,
Viviana Lozano
Tovar, Sarah
Varon, Viviana
Varon and
Alexandra Varon
Janice and Jim
Watson
Melissa Willa
Darren Wollrich

\$250 - \$499

Suzanne Baum
Correy and Manuel
Bernal
Constance
Bernstein
Blake and Marielle
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Erin and Jason
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Marianne Campbell
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Beth Chase and
Maggie Holmes
Judy C. Chen and
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Gamboa, DDS
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Dexter Chow
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Nancy Clark
Elyse Cobb and
Michael Sellai
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Kasprzycki
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Winnie Lau
George and
Katherine Lee
Howard Levin
Arlene and Robert
Mathias
Marilyn McEntee
and Wesley Hom
Jacqueline Mostny
and Alex Swain

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

Continued on page 10

Greg Munn,
Kimberly Levy,
Nicole Frangos
and Ilya Frangos
Jennifer Nam and
Adam Patterson
Miriam Nathanson
Michael Ng
Meghana Raorane
Paul Rauschelbach
and Tracy
Wheeler
Anna Reyes
Curt and Jill Rodby
Yoni Rosenbaum
Lanelle and
Michael
Santimauro
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Judith and David
Stein
Chloe Sugarman
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Voss
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Stell and Dorothy
Stell
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Camilla Bixler

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Denise Cartmill
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Cory and Minh
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Jodie Louie
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Kris Moser and
Richard Downing
Sara Oletti
Cora Pagsanjan
Neal Panken
Lesley Parsons
Bhamini and
Divyesh Patel
Stephanie Peek
Quyen and Calvin
Pon
Teresa and Michael
Post
Lynn Rainey
Ushma Sampat
Aaron Schapiro
Renzo Serini
Dr. Sandy and Mr.
Paul Shih
Margaret and
William Stewart
Victoria and James
Sutton
Helen Tong
Lois Tork
Dahlia and Ronn
Uchihara
Casey and Dain
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Jane Von Bothmer
Meghan Weir
Tina Wu, Phung
Lam and
Fonphine Lam
Judith Yeomans
Anne Marie Siu
Yuan
Amy Zora

under \$100

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Suzanne Koonce
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Yvonne Ryzak
Shankar Sanjel
Debbie Santa Maria
Jefrey and Linda
Schleiger
Sona Schollum
John Scott
Tim Shaffer
Mohamed Shaikh
Janet Simmonds
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Jennifer
Smedshammer
Thomas Soloway
Carl Spataro
Bob St. Onge
Laurie and Lee
Strawn
Mark and Suzanne
Sullivan
Jennifer Sumant
Hong Tada
Matthew Talebi
Lynda Taschek
Gerard Tavares,
Luiza Jazmines
and John Tavares
Hilary Thomas
Thatcher
Thompson
Allan Thorp
Jack Tipple III
Les Tsang
Wai Yip Tung
Oleg Tymchuk
Martha
Vankempen
Michelle Vas
Rob Vigfusson
Antoine Villata
Sarah Viollier
Lisa and Frank
Vouk
Ken Webster
Toni Westermann
Mark Wiertalla
Laura Wilkinson
Mark Wilson
Ronald Wolff
Janice Woo
Christine Wu
Mari Yao





Funders

Foundations:

Anonymous
Allene & Jerome
LaPides Foundation
American Endowment
Foundation
Bothin Foundation
California HealthCare
Foundation
California Children's
Health Foundation
California Wellness
Foundation
Disability
Communications
Fund
Harold L. Wyman
Foundation, Inc.
Kimball Foundation
Lucile Packard
Foundation for
Children's Health
Metta Fund
Moca Foundation
S.H. Cowell
Foundation
NTC Wismettac
Foundation
Thendara Foundation
Thoresen Foundation

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
San Francisco First 5
San Francisco Dept. of
Children, Youth, and
Their Families
San Francisco Human
Services Agency

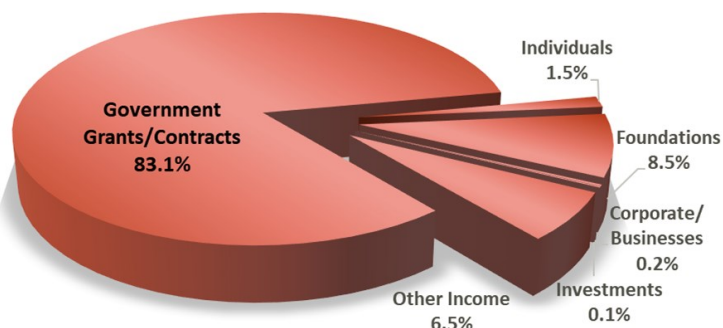
Photos:

Ketan Anjaria
Karen Baca
Larry Crawford
Joe Goyos
Cheng Cheng Huang
Chetan Takur
Kevin Wong

2017 Preliminary Financial Summary

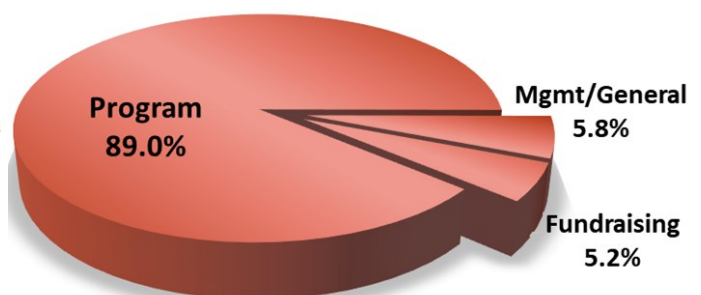
Income * \$5,180,504.

January 1—December 31, 2017



Expenses * \$5,208,379.

January 1—December 31, 2017



*Includes revenue and expenses for both the Family Resource Center and for all special projects, convening groups, fiscal agent relationships and subcontracts.

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



SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES

www.supportforfamilies.org
info@supportforfamilies.org

1663 Mission Street, Suite 700
San Francisco, CA 94103
(415) 282-7494
FAX (415) 282-1226

Family Resource Center Phone Line
(415) 920-5040
FAX (415) 282-1226

Board of Directors*

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President
Kathleen Shepard, *Vice President*
Jacob Block, *Treasurer*
Laurel Kloomok,
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Elizabeth Brogna
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Ada Li

Staff*

Executive Director
Juno Duenas

Family Resource Center

Spencer Anderson,
Caregiver
Karen Baca, Assistive
Technology Specialist
Martha Barrera,
Caregiver
Marteal Barton,
Caregiver

Zulema Rubalcava
Barron, ASQ Trainer &
Coach
Sarah Bennett, Social
Worker
Nina Boyle, Community
Projects Manager
Elaine Butler, Librarian
Tim Carter, Family
Resource Specialist
Matt Cherry,
Development Director
Bobbi Evans, Finance
and Operations
Director
Jasmin Gauci, Family
Resource Specialist
Kelly Gong, Caregiver
Joe R. Goyos, Education
Program Director
Gus Gunn, Data Director
May-Ling Joa, Inclusion
Coach
Ramya Krishna, Early
Childhood Inclusion
Specialist
Dennis Lockett, Family
Resource Specialist

Felix Lopez, Education
Coordinator
Sean Lowry, Program
Coordinator
Olga Maldonado, Family
Resource Specialist
Breana Marino, Inclusion
Coach
Caitlin McNamara, Child
Development Manager
Indra Mungal, Special
Events & Volunteer
Manager
Amy Pacio, SF Inclusion
Networks Director
Ahide Palomera, Family
Resource Specialist
Kerrie Perata, Inclusion
Coach
Christine Reina, Family
Resource Specialist
Mary Jane Roebuck,
Project Coordinator
Daniel Segundo, Social
Worker
Joan Selby, Parent Mentor
Program (PMP)
Coordinator

Desiree Sheehan, Family
Resource Specialist
Alison Stewart, Special
Needs Inclusion Project
(SNIP) Manager
Kristina Tan, Caregiver
Kristine Thai, Education
Coordinator
Nadia Thind, Help Me Grow
Director
Jennifer Tse, Accountant
Linda Tung, Administrative
Coordinator
JoAnna Van Brusselen,
Parent Mentor Program
(PMP) Coordinator
Sonia Valenzuela, Family
Involvement Manager
Steven Vigilante, Support
Services Program Director
Jan Watson, Contract
Grants Manager
Kiely Watt, Program
Coordinator
John Wong, Social Worker
Lisa Yee, Family Resource
Specialist

Family Resource Center Network of California (FRCNCA)

Debbie Sarmento, Manager

Family Voices of CA (FVCA)

Ali Barclay, Outreach and
Education Project Manager
Elaine Linn, Project Leadership
Advocacy Training Manager
Pip Marks, Project Director

*as of 8.2018