

2019 ANNUAL REPORT



**SUPPORT FOR FAMILIES
OF CHILDREN WITH DISABILITIES**

FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Friends,

As we prepare this report in the spring of 2020 about the services provided at Support for Families in 2019, we cannot help but reflect on the dramatic changes and the current situation in our city, state, country and world. We are in the midst of a global pandemic that has had a disproportionate impact on people with disabilities and communities of color; at the same time, acts of racism and injustice have led activists and allies to protest and demand change. Through it all, we have been witness to youth standing up and having their voices heard, and this gives us hope.

At Support for Families, we have always worked in partnership with families and the community to ensure that parents are empowered to make the best possible decisions for their children. Throughout these challenging times, we have continued to keep our commitment to our families. In response to the COVID-19 pandemic, SFCD was forced to cancel in-person services and events, but our staff responded to move all events and services to online formats, including:

- adding Covid-19 resource pages on our website.
- continuing to offer phone and email access to Family Resource Specialists.
- hosting online webinars and virtual events.
- creating and distributing packets of information in English, Spanish and Chinese for families who do not have access to the internet.

In this year of cataclysmic change in our community and the world, we are also preparing for change in our organization. As an agency, we are actively preparing for the retirement of our long time Executive Director, Juno Duenas. Juno has been with the agency since 1988 and she will be hard to replace.

But the foundation of Support for Families has always been the families who come together to learn and strengthen each other. That will not change.

We will continue to face whatever challenges lie ahead – and we continue to look with hope towards a future where all children will flourish.



Kathy Bello Shepherd
President, Board of Directors

Our Mission:

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.

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 U.S. 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 **Project Leadership** 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
- Support Groups
- Leadership 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

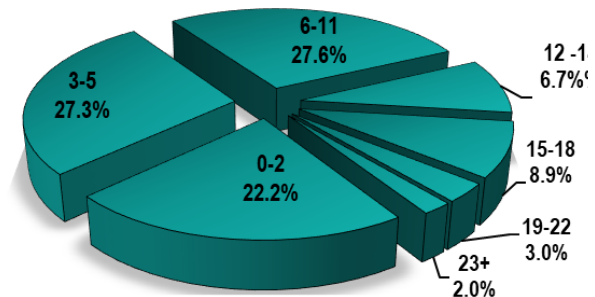
- **SF Inclusion Networks** offers professional development to advance the capacity of early care and education staff to create rich environments where children with and without disabilities learn and grow together.
- **Special Needs Inclusion Project (SNIP)** provides training and support to help after school programs create positive inclusive experiences for all children.
- **Help Me Grow** brings together families, health care providers, and early educators to ensure that all children receive developmental screenings in early childhood, and that those who need it receive access to early intervention services.
- **Mission Promise Neighborhood.** Support for Families is a member of this collaboration that 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 provides developmental screenings and links to early intervention services.

OUR FAMILIES



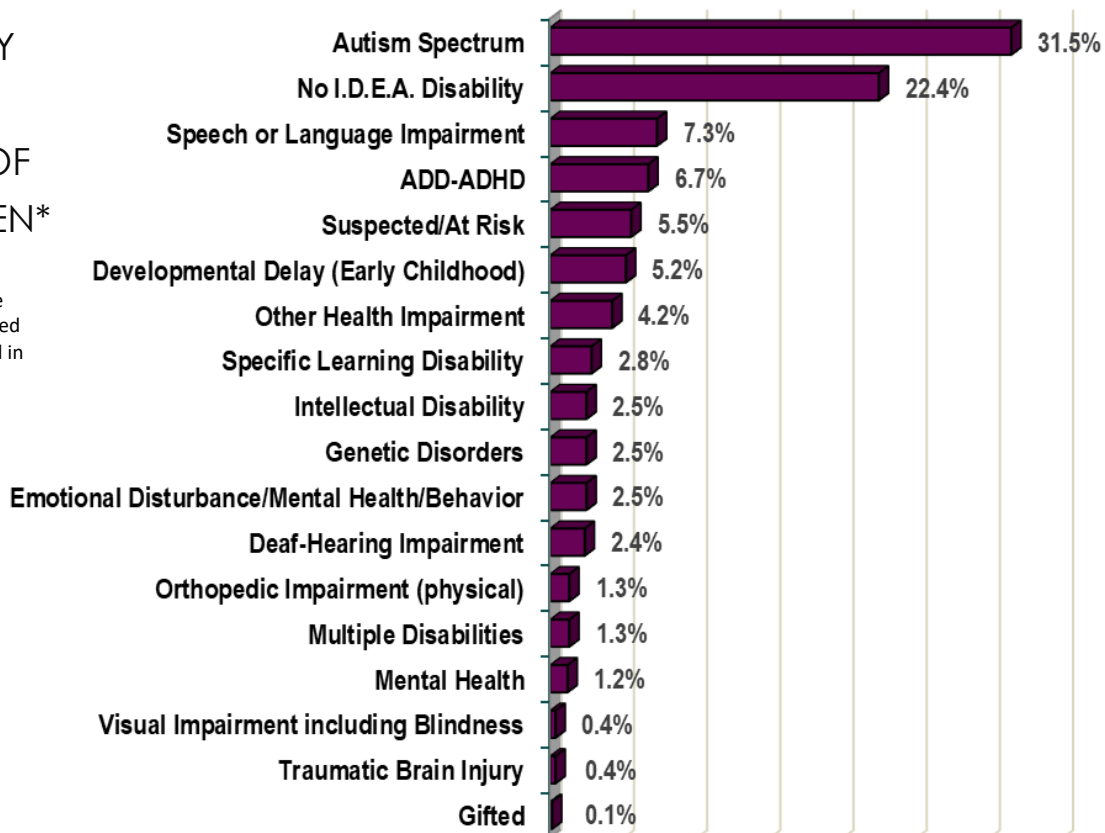
Children with special needs and their families come from all walks of life and all income levels. Because Support for Families has no eligibility requirements, we can respond to families of children with any kind of disability or special health care need — and even when families just have a concern. The data below is from the **2,600 (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 2019.

AGES OF CHILDREN



PRIMARY SPECIAL NEEDS OF CHILDREN*

*Based on 851 children whose families reported a primary need in 2019.

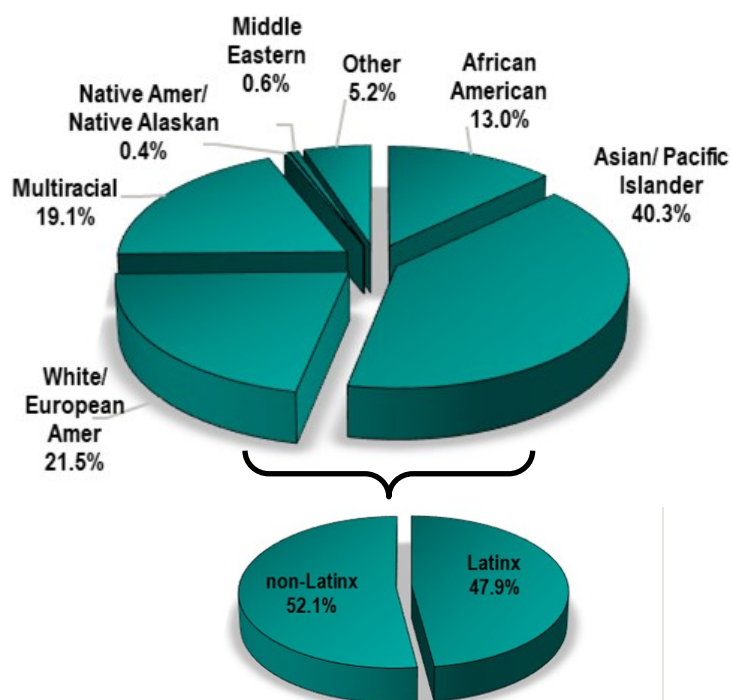


Families tell us about the **impact** of Support for Families on their lives:

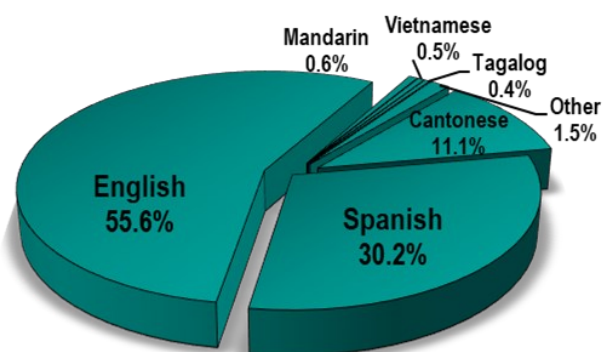
In surveys following Support for Families workshops and events...

- **93%** of 835 participants agreed or strongly agreed the workshop they attended **increased their knowledge** of their child's needs and/or resources.
- **94%** of 831 parents agreed or strongly agreed the training provided them with strategies to **advocate effectively** for their child.
- **91%** of 817 participants increased their ability to **communicate with professionals**.
- **98%** of 262 participants who attended a family recreational/social event **had fun!**

ETHNICITIES OF FAMILIES



PRIMARY LANGUAGES 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.

Family Resource Specialist (FRS) staff connect with families to help them make informed choices that enrich their child's development and well-being. Services help families navigate systems and access services to address their child/youth's needs.

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. Families have access to a computer onsite, where staff members are available to help them find online resources. **Literacy kits** are now available in English, Spanish, and Chinese. A **library blog** features reviews of books that may be of interest to children and their families. 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, transition, mental health services, 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 calendar 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/](https://facebook.com/supportforfamilies)

supportforfamiliesf.org) offers a great way for families to stay current with our events and network with others. In September of 2018, SFCD started utilizing **Instagram** as an active platform of communication. ■



- *In 2019 Family Resource Specialists, trained volunteer Parent Mentor Coordinators and social workers provided individualized information and support to **1246 families** (unduplicated numbers).*

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 **2019 workshops:** *What Happens When You and Your School Just Can't Agree?*; *IEP Development & Dynamics: Navigating the Maze of Special Needs Financial Planning*; *Communication Development and IDEA Rights Around Speech and Language*; *The Kids We Lose Film Screening and Panel Discussion*; *SSI and SSDI Overpayments and Appeals*; *IEP Meetings: Empowering Parents with Effective Strategies*— 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** make it easier for families to attend.

- Support for Families provided **320 education events** in 2019 with a **total attendance of 3,431** parents, youths, and professionals.
- The annual **Information and Resource Conference** held in March featured **27 workshops** and **77 exhibitors.** More than **437** parents and professionals attended.

The annual spring **Information and Resource Conference** in collaboration with SFUSD offered a full day of educational activities. The 27 workshops available during the conference, plus an assistive technology demonstration center, and 77 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 address — behavioral and emotional problems in children and teenagers, including those with special needs. Ten families completed the full program this past year.

Trained FRS staff have partnered with community organizations to facilitate the **Abriendo Puertas** series. This 10 week parenting education course engages caregivers as their child's first advocate, while organically fostering a sense of community and a parental support network. ■



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. Support for Families facilitated 14 different support groups in 2019 to address needs of different age groups and diagnoses. Mental Health, Families of Adults with Disabilities, Autism, and support for Spanish speakers were among the topics addressed. **Mental health services** in 2019 included short-term counseling, case management and referral.

Parent and Child Interactive Groups focus on the parent and child dyadic relationship, both building the capacity of the adult as a caregiver, while simultaneously supporting the child's developmental goals. Weekly groups such as: Play, Learn, Connect; Deaf/Hard of Hearing; Infant Massage a collaboration

with SFUSD; and Sensory Play serve as social interaction opportunities as well as peer support for children and caregivers.

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. Mentors also participate in speaking panels and outreach events.

Recreational and social events provide relaxing, fun opportunities for families. Attendance at 16 events in 2019 exceeded 2,299. **Access to Adventure** in Golden Gate Park offers an introduction to a wide variety of recreation, sports, and cultural opportunities. The annual **Halloween Party, Holiday Ice Skating**

Party, and regular **Movie Nights** remain as popular as ever.

Meanwhile, **Family Access Days** at museums and cultural institutions help expand opportunities for children and families. Ongoing partnerships include the Walt Disney Family Museum, Children's Creativity Museum, San Francisco Zoo, SF Aquarium of the Bay, and Contemporary Jewish Museum. Our Special Needs Inclusion Project (SNIP) provides training to staff and volunteers to facilitate more welcoming and inclusive environments. 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. ■

■ Total attendance at **16 Family Recreational and Social Events** exceeded **2,299** in **2019**.

■ Childcare staff provided more than **400 hours of on-site care** that enabled **families of 190 children** to participate in Support for Families activities.

Thank You!

...to the many individuals,
businesses, and organizations
who supported our work in 2019.

Corporations, Businesses & Groups

\$10,000+

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LaPides Foundation
Oskouy Family
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Danni Ruffola & Barry
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Molly & Jeff St Clair
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Anonymous Morgan
Stanley Account
Holder
Danan Barnett
Brian & Abigail
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Continued on p. 10

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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Shirley Lima
Tania Lin
Michelle Lin
Tommy Lin
Courtney Lindl
Jordan Lindsey
Marta Lindsey
Eliza Lochner
Zoe Luke
Kevin Ly
Mindy Lynn
M. W.
John Magisano
Tess Martillano
Larry Martin
Sarah Maxwell
Katie Mazza
Zoe McCandles-
Grossman
Maureen McCarthy
Kenneth McGuire
Ryan McPhee

Ben Meisel
Mgh Mgh
Sonia Miller
Chantalle Millman
Jack Mingo
Francesca Montoya
Martha Moore
Michael Moore
John Morrisseau
Nicki Moss
Allen Mueller
Sistah Nedra
Hannah Newcombe
Vanessa Ng
Trang Nguyen
Gloria Nuanes Merino
Susan Odenhal
Carol-Lynn Parente
Edgar Perez
Alice Perez
Debra Perli
Johanna Pitochelli
Adela Popescu
Delphene Primas &
Christina
Colombana
Chris Prophet
Dianne Pruitt Potter
Patrick Pulitano
Abigail Raczynski
Marty Radovich
Sharon Rettig
Maria Reyes, Amanda
Pereyra & Jorge
Reyes
Tarika Richter
Curt & Jill Rodby
Steven Rodick
Carlos Rodriguez
Ian & Monica
Rosenfield
Linda Rothfield
Nancy Grosz Sager
Tamar Sahakian
Katie Schlageter
Leslie Silberman
Robin Sirkin
Jessalyn Siu

Wendy Siu
Andy Soderstrom
Denise Soler
Susan Solomon
Julianna Soumarocoff
Kate Spacek
Margarita Spataro &
Deco Carter
Mike Sullivan
Pete Sullivan
Sigrid Sundet
Gilgimish Tail
Rose Tam
Nancy Taylor
Becky Taylor
Lacey Teare
Darlene Thrower
Joyce Toelstede
Napeier
Raquel Toledo
Gary Tom & Wei Chew
Katie Totire
Pete Tung
Cynthia Ullmann
Ashwin Vaidyanathan
Kristina Veale
Mayra Viera
Aswathy Vinod
Mindy Walker
Lee Walzer
Judy, Adam &
Brandon Wang
Vanessa Wei
Betsy Weiss
Stephen Willard
Susie Williams
Eshme Williams
Lillian Wong
Alisha Woo
ColieLyne
Wooldridge
Caj Yabi
Carolyn Ybarra
Richard Ybarra
David Yu
Tiffany Zhang
Kan Kan Zi Jun
Raisa Zilberg

Funders

Foundation Grants:

Boris and Vera
Bogart Foundation
Harold L. Wyman
Foundation
Hearthill Family
Foundation
Kehillah Fund
Kimball Foundation
Thendara Foundation
Thoresen Foundation
Foundation

Government Grants and Contracts:

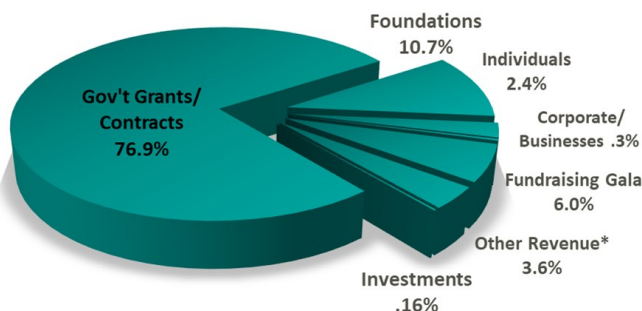
California Department
of Developmental
Services
California Department
of Education -
California Department
of Health Care
Services -
U.S. Center for
Disease Control &
Prevention - Act
Early
First 5 San Francisco
San Francisco
Department of
Children, Youth and
Their Families
U.S. Department of
Education
U.S. Department of
Health & Human
Services



2019 FINANCIAL SUMMARY

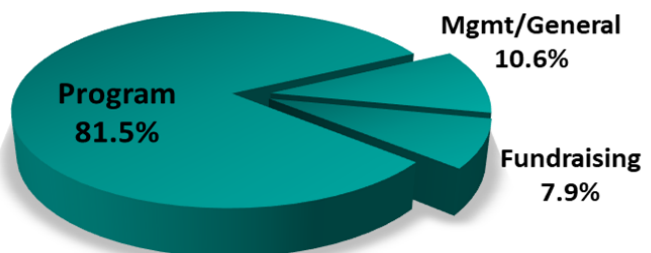
Income * 3,756,751.

January 1—December 31, 2019



Expenses * \$3,973,062.

January 1—December 31, 2019



*Includes revenue and expenses for both the Family Resource Center and for all special projects, convening groups, fiscal agent relationships and subcontracts.. Other Revenue includes other fundraising events and inter-agency income.

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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 Jasmine Toy, Secretary
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 Laurel Kloomok
 Tiffany Lin
 Sally Goghlan McDonald
 Sam Sandhu
 Milly Wang

Staff*

Juno Duenas, Executive
 Director

Family Resource Center

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*Finance & Operations
 Director*
 Rachel Goldstein,
Development Director
 Prasant Nukalapati,
*Education Program
 Director*
 Kristina O'Brien,
Data Director
 Caitlin McNamara,
*Support Services
 Director*
 Rachel Klegon,
*Program and Grants
 Director*
 Christina Share,
*Information and
 Resource Manager*
 Spencer Anderson,
Caregiver
 Martha Barrera,
Caregiver
 Matilde Begliomini,
Program Coordinator
 Sarah Bennett, Social
 Worker

Elaine Butler, Librarian
 Gillian Davidson, Parent
Mentor Coordinator
 Myrna Kelly, Family
Resource Specialist
 Dennis Lockett, Family
Resource Specialist
 Sean Lowry, Program
Coordinator
 Olga Maldonado, Parent
Mentor Coordinator
 Megan O'Connell, Child
*Development and Peer
 Group Manager*
 Christine Reina, Family
Resource Specialist
 Mary-Jane Roebuck,
Program Coordinator
 Desiree Sheehan, Family
Resource Specialist
 Mukhil Srinivasan, Data
Associate
 Kristine Thai, Education
Coordinator
 Deana Tran, Family
Resource Specialist
 Linda Tung,
 Administrative

Coordinator
 JoAnna Van Brusselen,
*Bilingual Education
 Coordinator*
 Lisa Yee, Family Resource
Specialist
 Julia Zeuli, Family Resource
Specialist

Family Voices of CA (FVCA)

Pip Marks, FVCA Project
Director
 Ali Barclay, FVCA Family
Engagement Manager
 Elaine Linn, FVCA Project
*Leadership Advocacy
 Training Manager*

Family Resource Center Network of CA (FRCNCA)

Karen Bohall-Ortega, Early
Start Program Director
 Debbie Sarmento, FRCNCA
Manager

Help Me Grow (HMG)

Nadia Thind, Director
 Krystina Columbus, Care
Coordinator
 Tania Lin, Care Coordinator

SF Inclusion Networks (SFIN)

Alison Stewart, Special Needs
Inclusion Project Manager
 Tim Carter, Family
Engagement Manager
 Zulema R. Barron,
*Developmental Screening
 Manager*
 Ramya Krishna,
*Developmental Inclusion
 Specialist*
 Breana Marino,
*Developmental Inclusion
 Specialist*
 Kerrie Perata, Developmental
Inclusion Specialist
 Polly Yu, Developmental
Inclusion Specialist

*as of August 2020