

2020 ANNUAL REPORT



**SUPPORT FOR FAMILIES
OF CHILDREN WITH DISABILITIES**

FROM THE BOARD PRESIDENT

Dear Friends,

As we write this letter, the media is filled with stories marking the one-year anniversary of sheltering in place from the pandemic. Few of us expected it to last this long, and it hasn't been easy. But the perseverance and dedication of our staff, many of whom faced additional stressors this year as the parents and family members of children with disabilities, have continued to amaze and inspire. Our dedicated colleagues have worked tirelessly to ensure families have uninterrupted access to the information, resources and support they need to navigate these unusual and challenging times.

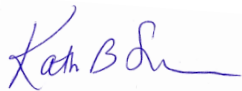
For staff and the board alike, 2020 was about being flexible and nimble. Staff successfully moved trainings, workshops and support groups to a virtual format, including our popular weekly drumming circles, where families could keep experiencing the joy of connection through music. Our annual Wine+Design gala was rebranded Wine+Recline, and featured lively, interactive entertainment enjoyed from the safety and comfort of home.

The biggest shift of all, however, was preparing to say goodbye to our beloved, longtime Executive Director Juno Duenas as she moved toward her retirement at the end of 2020, while conducting a national search for a new ED. Staff and board members logged many late nights to ensure the organization would continue to excel and thrive under new leadership.

Now, in the spring of 2021, there's a new feeling of hope. We're thrilled to be moving forward with our new Executive Director, Jim Welsh, at the helm.

We see parents, caregivers and educators being fully vaccinated; and people with disabilities are newly eligible, too. Students are expected to be back in school soon. The city, and our worlds, are slowly opening up again. We're excited to take this next step into the future and to grow from our experiences, with our families, our community, and you.

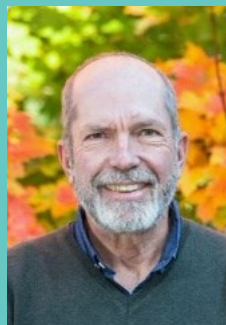
Sincerely,



Kathy Bello Shepherd
President, Board of Directors



Thank you, Juno!



Welcome, Jim!

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 staffed by Family Resource Specialists fluent in English, Spanish, Cantonese and Mandarin
- Resource Library of books, early literacy kits, developmental toys and alternative communication tools
- Disability Information Packets translated to English, Spanish, and Chinese
- Parent/Professional Workshops, Clinics and Trainings for Caregivers and Professionals, all with free interpretation
- Support Groups
- Parent Mentor Program
- Newsletter, Website, Social Media
- Annual Information & Resource Conference (fully planned but cancelled due to COVID-19 in March 2020)
- Family Resource Kits delivered to families
- Covid-19 Resources on our website
- Case Management
- Recreational and Social Events for Families

LOCAL COLLABORATIONS AND PROJECTS

- **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.

EDUCATION, RESOURCES, & SUPPORT

Education activities at SFCD include parent-professional workshops, parenting programs, small group clinics, parent panels, and activities for Inclusive Schools Week. 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 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 2020 workshops are: *What is an IEP and How Can it Support My Child's Learning?*, *Asking the Right Questions Transition to Adult Services*, *Disability, Discipline and Mental Health*, *Positive Parenting*, *Understanding Due Process*, *Social Security Overpayments*, *Limited Conservatorship*, *Emotional Safety and Boundary-Setting*, *Talking With Your Kids About Sex and Sexuality— and many more.*

Meanwhile, weekly small-group clinics on Transition to Adulthood and the IEP in English, Spanish, and

Support for Families provided **256 education events** in 2020 with a **total attendance of 3,528** parents, youths, and professionals.

Cantonese continued to offer more individualized help for families. Simultaneous translation for workshops and on-site childcare make it easier for families to attend all our events. When we switched to online programming in response to the COVID-19 pandemic, we no longer provided childcare but continued to offer interpretation. Our attendance actually increased as we pivoted to online programming.

The annual spring Information and Resource Conference in collaboration with SFUSD was fully planned but had to be cancelled due to

COVID 19 “shelter in place” orders which came on March 9, just one week before our planned event. We had planned a full day of educational activities with 27 workshops, an assistive technology demonstration center, and 77 exhibitors.

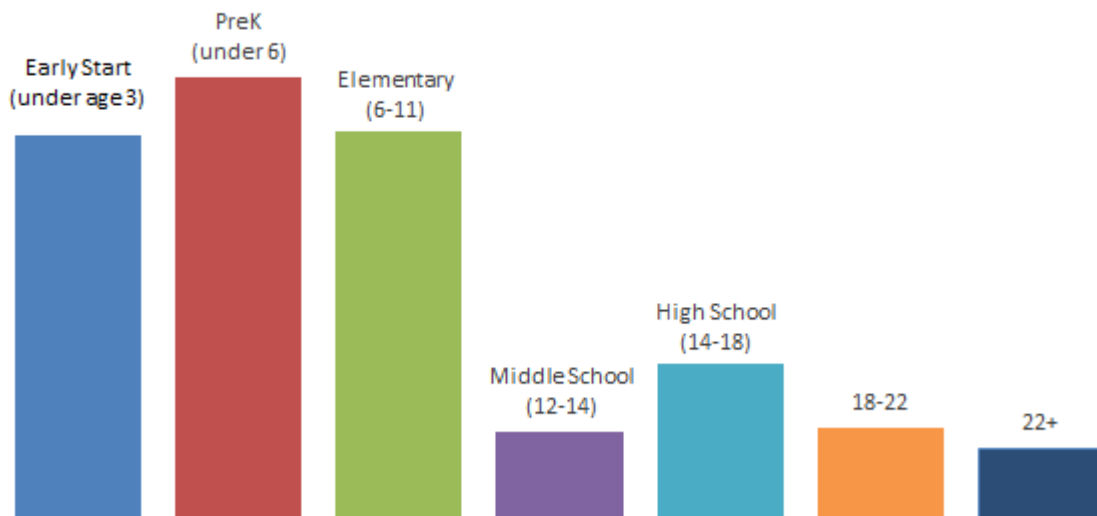
The Triple P – Positive Parenting Program® is a 12-week evidence-based family support system designed to prevent – as well as address – behavioral and emotional problems in children and teenagers, including those with special needs. Twelve families completed the full program this past year.



OUR FAMILIES

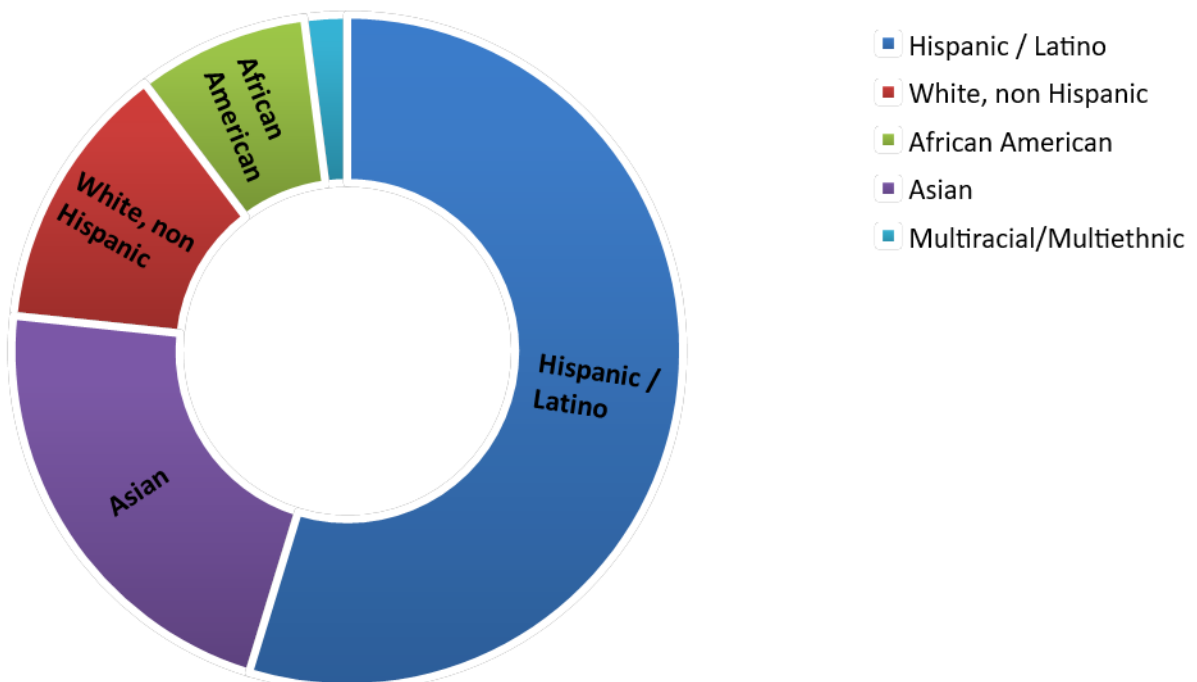
Children with special needs and their families come from all walks of life and all income levels. Because Support for Families has no eligibility requirements, we can respond to families of children with any kind of disability or special health care need — and even when families just have a concern. The data below is from the **2,139 (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 2020.

OUR FAMILIES BY AGE OF CHILD WITH A DISABILITY



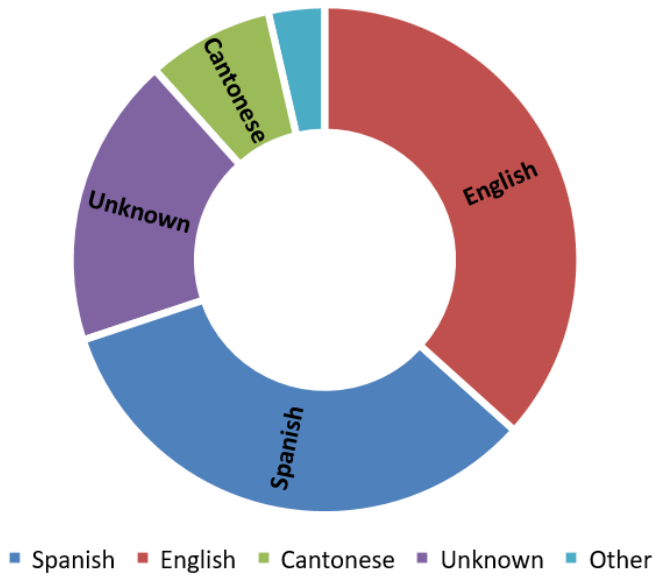
OUR FAMILIES BY RACE/ETHNICITY

for those who choose to share



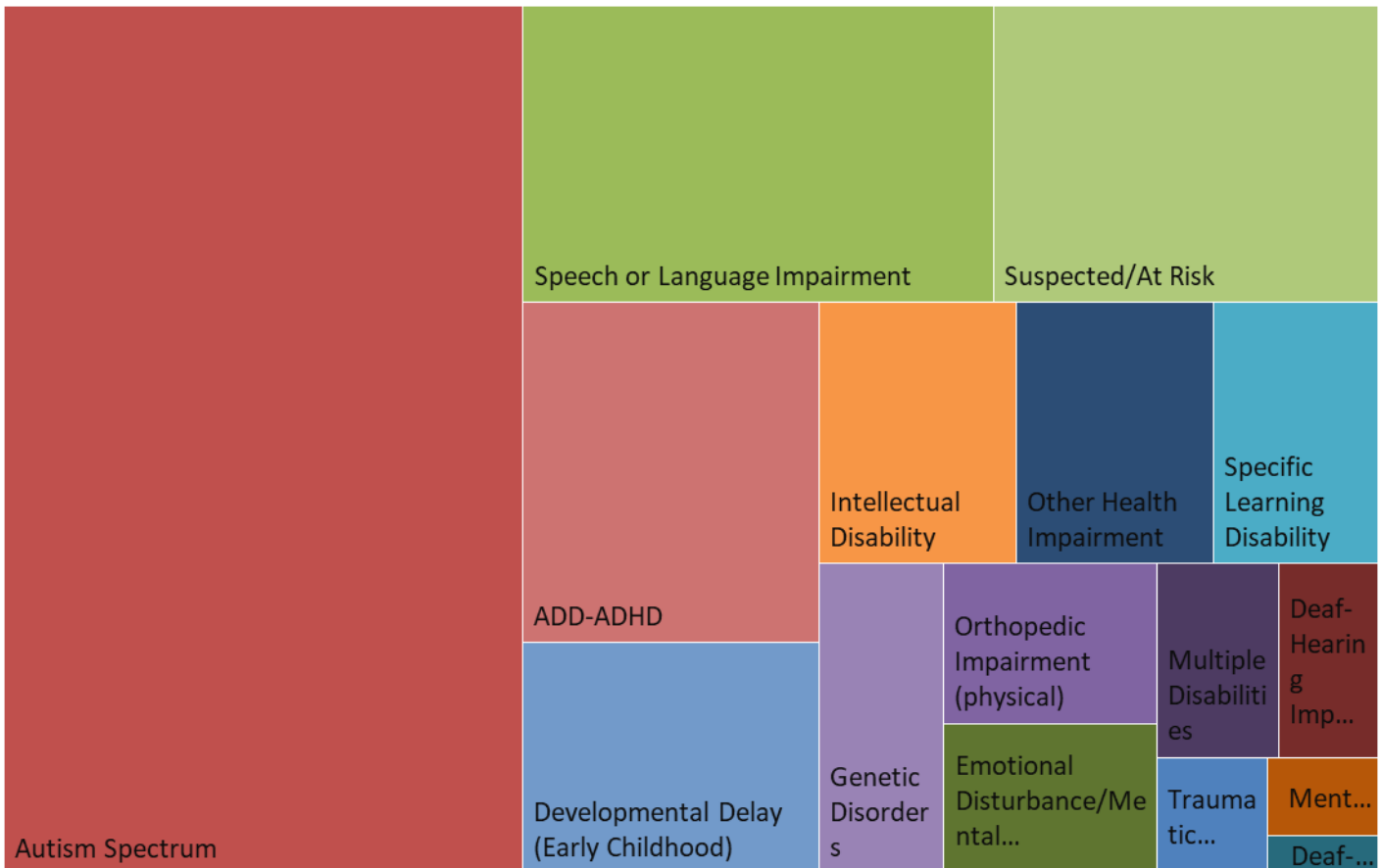
OUR FAMILIES

OUR FAMILIES BY PREFERRED LANGUAGE



PRIMARY SPECIAL NEEDS OF CHILDREN

for those who choose to share



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

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

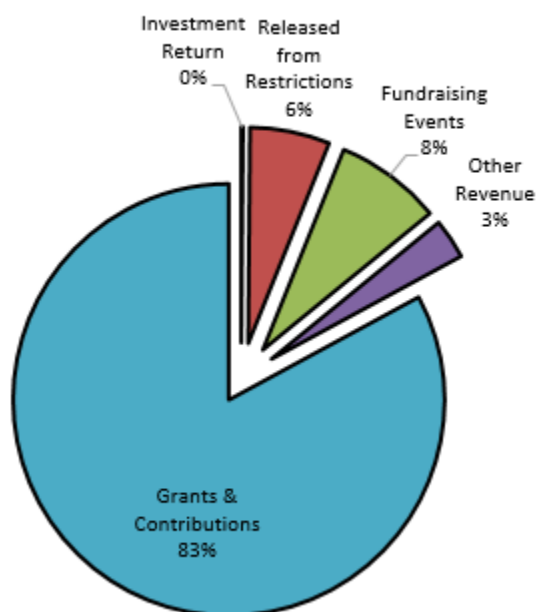
- **95.2%** of participants agreed or strongly agreed the workshop they attended **increased their knowledge** of their child's needs and/or resources.
- **94%** of parents agreed or strongly agreed the training provided them with strategies to **advocate effectively** for their child.



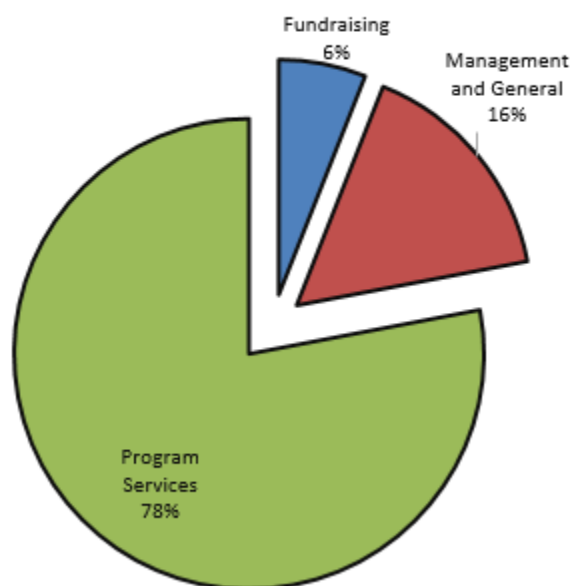
2020 FINANCIAL SUMMARY

January 1—December 31, 2020

INCOME * \$4,350,730



EXPENSES * \$3,915,055



*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 Corporate & Individual donations and inter-agency income.

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



SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES

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Board of Directors*

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Juno Duenas, *Executive Director*

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**as of August 2020*