

Mosaic

Family Services



2010
annual
report

Serving the Multicultural
Communities of North Texas





Dear Friends,

I am excited to share with you the 2010 Annual Report of Mosaic Family Services. It was a year full of challenges due to the downturn in the economy and subsequent shrink in funding. Nevertheless, our staff and volunteers were determined to meet these challenges head-on, showing both their commitment to the Mosaic mission and the desire to help those in need.

The stories contained in this report are a testimony to the dedication and hard work of staff, volunteers and interns, who together have made Mosaic a go-to organization for the unique problems our clients faced.

We could not have done this alone without the support and donations of countless individuals and groups, many of whom were recognized in this Report. On behalf of those we serve, I want to thank you for your kindness and count on your continued support in 2011.

Please feel free to share with your friends and colleagues this Annual Report, which can be downloaded from our website at www.mosaicservices.org.

Warm regards,

Walter H. Nguyen, Ph.D.
Executive Director

Mosaic Family Services, Inc. BOARD OF DIRECTORS

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Mosaic Family Services is a 501 (c)(3) nonprofit Dallas-based organization that exists to provide culturally competent services to refugees and immigrants in crisis. The mission of Mosaic Family Services is to support, educate, and empower individuals and families of the communities we serve.

Services for Victims of Human Trafficking Program

Human trafficking is the recruitment, harboring, transporting, or procurement of a person for labor or services for the purpose of involuntary servitude, slavery, or forced commercial sex acts. It is a form of modern day slavery.

The Services for Victims of Trafficking Program continues to provide assistance to trafficking victims including legal assistance, social services, counseling, interpretation and translation services, employment assistance, and housing. During 2010, program staff has been intensely involved with advocacy and case management services that would allow victims safety and the ability to maintain safety while they await and assist in the investigation of their traffickers.



109 clients were served. Staff provided 10 trainings for professionals and 38 Human Trafficking Outreach Sessions.

“Elizabeth and Mark’s” Story

On their way from their home country in Asia to visit family in the Dallas area, “Elizabeth” and “Mark” stopped in Southern California to spend time with other members of their ethnic community. However, instead of a city tour as promised, one of the community members asked them to help out by working at a small facility in a remote area while he made arrangements for their flight to Dallas, promising them pay.

What started out as a favor for their new friend soon turned into forced labor; as the couple quickly realized that there was no other staff to work the evening and weekend shifts, and no compensation for their work. A month later, the couple was transferred to another location North of Dallas.

As time passed, Elizabeth’s suspicions grew. She called a national resource hotline and was referred to Mosaic Family Services. At Mosaic the couple was placed into safe housing, identified as trafficking victims, and was assigned a case manager who referred them to counseling and legal services within the organization. Through their cooperation with law enforcement, they received “Continued Presence” immigration status, which allowed them to stay and work in the United States.

An investigation of the case led federal law enforcement agents to uncover a chain of more than ten similar forced labor operations in North Texas and Southern California that were run by Elizabeth and Mark’s trafficker, and they were able to uncover other victims in the process.



Multicultural Family Violence Program

The Multicultural Family Violence Program provides culturally-competent and comprehensive case management and that assists victims in crisis through connecting them to resources such as shelter, counseling, and legal services.

344 immigrant victims of domestic violence were served.

51 outreach sessions, 19 community presentations were provided, reaching over 800 individuals.

Client Demographics							
Age		Gender		Ethnicity			
Adults	332	Male	9	Asian	67	Hispanic	162
				African	38	Middle Eastern	52
Children	12	Female	355	European	10	Other	15

“Zainab’s” Story

“Zainab,” from Iraq, met her fiancé “Ed” while he was visiting the Middle East. They soon fell in love and got engaged. On his return to the United States, where he was a citizen, Ed brought Zainab with him on a fiancée visa. However, the relationship they once had while in the Middle East drastically changed upon entering the United States.

After their marriage, Zainab gave birth to a daughter and Ed became controlling, manipulative, degrading, and physically aggressive. He never applied for her proper legal documents to live in the United States, which left Zainab more vulnerable to his attacks. The abuse steadily increased, and Zainab’s fear grew worse because of her daughter.

One night after an altercation, Ed called the police, who decided that Zainab was at fault. However,

authorities soon released her, judging that she was the actual victim due to previous domestic disturbance calls she had made to police. They referred her to Mosaic Family Services and placed her and her daughter into Mosaic House, a shelter for foreign-born victims of violence.

Zainab was immediately assigned a bilingual case manager and given access to medical care, counseling, legal services, and ESL classes. Through Mosaic’s legal team, Zainab’s VAWA application has been approved and she is able to live and work legally in the United States.

She is now safe and capable of handling any challenges the future holds for her and her young daughter.

Mosaic House is our safe shelter for immigrant women and children who have survived domestic violence and/or human trafficking. Mosaic House provides housing, food, clothing, and other basic needs for women and children. Residents stay for an average of three months.

**Mosaic House provided shelter for
207 women and children**

Refugee and Immigrant Counseling Program

The Immigrant and Refugee Counseling Program offers a psychologically-based multicultural counseling model that will meet the unique needs of refugees and immigrants. The program assists immigrants, refugees, and survivors of domestic violence and human trafficking in overcoming trauma and increasing emotional health and well-being.

**Mosaic's Counselors & Counseling Interns served
187 clients**

Multicultural Legal Services Program



Our cases involve divorce, child custody, child support, protective orders, as well as T-visas, U-visas, VAWA (Violence Against Women's Act) petitions, and adjustment of status. Clients in this program also receive immigration assistance, including applying for work authorization and other relief.

**Mosaic's legal staff provided family law
and immigration assistance to
900 individuals**

Refugee Health Case Management

This program assists refugees, asylees and victims of human trafficking, who experience medical problems, psychological adjustment difficulties, and/or mental health needs. The program's case managers provide health and emergency services, cultural adjustment for healthy families, crisis intervention, outreach, as well as short-term counseling and support.

The Refugee Case Management Program served 646 clients, conducted 12 workshops, and 16 community outreach events.

Client Demographics					
Age		Gender		Region of Origin	
Adults	433	Male	294	Asia	43%
				Africa	34%
Children	213	Female	352	Middle East	23%

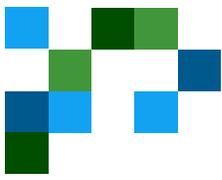
"Adnan's" Story

"Adnan," a refugee from Iraq, was just an infant when an accident injured his ear and nose. For thirty years he had difficulty breathing and hearing, making him unable to work. Common things like smoke, dust, and pollen made his breathing condition worse. Although he could hear, his ear injury made him very sensitive to noise. Knowing nothing else, Adnan believed that it was impossible to breathe or hear normally.

Adnan was referred to Mosaic Family Services only two months after his arrival in the United States, he was immediately assigned a bilingual case manager and given access to medical care that had not been available to him in Iraq. His case manager provided interpretation and

transportation for his medical appointments, and soon Adnan underwent nose and ear surgery. Doctors restored his ability to breathe and smell normally, something he was unable to do for thirty years. During his ear surgery, damaged ear bones and ear drum were replaced and Adnan is now in the recovery process.

Although he has not fully healed, his hearing has significantly improved and he is no longer sensitive to certain noises. Doctors are confident that he will make a full recovery. Less than a year after arriving in the United States, Adnan has received access to medical care that was previously denied to him in Iraq, and doctors have restored what he thought he had lost forever.



Multicultural Youth Substance Abuse

The MYSAP Program provides information and education on substance abuse prevention to the culturally diverse populations of Dallas County through a variety of presentations and classes provided to both youth and their parents. MYSAP also provides presentations to groups of students or parents to educate them on the harms of drug use and, for adults, how to encourage drug-free lifestyles in their children.

Over 2,000 youth and adults received information on youth substance abuse prevention from MYSAP

“The presentation given by the Mosaic Family services was very educational. I found that the information given was easily understood by my entire family. As a mother, I would like to thank your organization for being on the frontline of prevention in at risk communities. “

-Parent of MYSAP student

HIV/AIDS Early Intervention Program

The HIV/AIDS Early Intervention Program works with HIV infected individuals identified as having a problem with or history of substance abuse and the friends and family of those individuals. In addition to case management and counseling, Mosaic’s HEI program hosts educational meetings to increase awareness of HIV medication, HIV and heart disease, medication adherence, and other relevant issues.

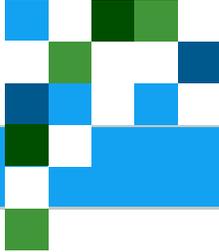
HEI served 86 clients and gave over 25 presentations.

Client Demographics	
Ethnicity	
African American	55
Caucasian	17
Hispanic	14

“Fred’s” Story

“Fred” was diagnosed with HIV and Hepatitis C in 2003. Due to his long history of substance abuse and addiction, he does not know exactly how and when he contracted these diseases. In the past, Fred has twice been declared dead as a result of knife and bullet wounds, but somehow made it back to life.

Today, Fred has maintained his recovery from drug abuse and feels fortunate to be alive. Fred reconnected with parents he has not seen in six years and has recently enrolled at a local community college and plans to get his LCDC license to work with addicts in the prison system. Without the help of Mosaic Family Services, Fred knows he would not have been able to regain his life and overcome drug addiction.



Private Supporters

Mosaic Family Services would like to thank the following organizations, foundations, and corporations whose support has touched the lives of thousands of clients served during the 2010 fiscal year.

Thank you

United Way has been a supporter of Mosaic Family Services for more than 10 years.

This year, United Way gave financial support that totaled \$258,568.



Foundations and Corporations

The Meadows Foundation
Dallas Women's Foundation
The Rees-Jones Foundation
Harry Bass, Jr. Foundation
The Dallas Foundation
PNM Resources
Build-a-Bear Workshop Foundation
M.B. & Edna Zale Foundation
Bank of Texas

Embrey Family Foundation
Eli Lilly and Company
State Bar of Texas
Graham & Carolyn Holloway Family Foundation
TJX Foundation
The Baron and Blue Foundation
Carl B. and Florence E. King Foundation
The Hoglund Foundation

Individual Contributors

Shannon Brame	Dan Bahtsch	Ron and Charlene Cook	B. Brice & G. Griswold	Dona Crutcher
Senad and Mirjana	Kim Cuong Than	Tara Khana	Roslyn D. Thompson &	Theresa Fitzgerald
Omeragic	Janice and James de La	Josh Coleman	Anne Leary	Ilan Fehler
Ivan Vesely	Paz	Florence Burke	Sy Q. Le	Howard Nguyen
James and Gayle	Geoffrey Ogden	Myung Sun Ku	Allan & Lynn McBee	Russell Doncouse
Halperin	Joanna Sonenthal	Janice and Macarthur	Anita Braun & David	Helen Frank
Fredrick M. and Lisa	Ryan Fisher	Deshazer	Guedry	Ashley Wallace
Blue Baron	Carole Inman	Phuc Nguyen	Trea Yip	Ari Feinstein
Hekmat Hakimian	Pechie Manglicmot	Paul Lash	Julie & Michael	Michelle Saint
Jane Saginaw	James Martin	Veronica Miller	Lowenberg	Abigail Ruttenberg
Rita Sesona and Jeffrey	Kelly Preston	Sara Mohtashamipour	Vivian & Curtis	Mary Kienzlen
Juster	Raghu Venugopal	Mark Anthony and	Castleberry	Margaret Lowry
Carol Barger	Victor Baraza	My-Linh Bedard	Joseph & Mary	Gary & Linda Evans
Josephine Muchai	Catherine Carlton	Carrie Orleans	Marshall	Ana Hernandez
Patricia West Houck	Marlee Moc	Yolanda Garcia	Ron Cook	Karen L. Romestan
Donna Wilhelm	Nu Nguyen	Jaye Barnett	Karen Blessen	Kara L. Wolfe
Bryan and Stephanie	Brooke Schachter	Lane and Heather	Terry Martin	Patricia Lyons
Hebert	Laura Solis	Moore	Gregory Patterson	Dillion Mathew
Sarah Losinger	Elizabeth Stelle	Sarah Losinger	Debbie Branson	Phoung Nguyen
Molly Byrne	Lo Anne Vo	Rebecca Bruder	Matha Stowe	Carolyn A. Hawkins
Caren Prothro	Kristin Kleinkort	Garret & Cecilia Boone	Paypal	Thomas Schmeltz
Arefeayne and	Marissa Wallace	Donna Wilhelm	Robert & Sally Rosen	Mark A. Watson
Jerusalem Teketele	Katherine Woodall	Trea Wip	Tuong & Thieu Nguyen	Audrey Stein
Sulan Chang	J and C Garza	Rita Juster	Myla Patton	Samuel L. Slay
Katherine Lorenz	Margaret Gulliford	Janie McGarr	Taissir & Hind Jarrah	Dana Henson
Veronica Miller	Jordan and Christy	Carol Barger	Amira Matsuda	Shandice Gonzalez
Eh Wah	Ogden	Shannon Brame	Sorosh Ahmed &	Camille R. Borg
Catherine Bolton	Sayid and Mona	Lisa Baron	Kathryn Allen	Michael G. Johnson
Brown	Alnaeemi	Caren Prothro	Marc & Lesly Annen	Tamer Slider
Margarita J. Sarmiento	Loig and Meng Shan	James & Gayle	Julie & Kenneth Hersh	Vaishali Bhatia
Tam, Lorelei and Brian	Liu Bourree	Halperin	Lindsay Lane	Lloyd E. Durbin III
Nguyen	Mitchell and Jenn	Jane Saginaw	Raiff & Mona Kafeel	
Jeff and Mary Pilch	Dunn	Katy Crowe	Betty Meis	
Elyce Tavani	Jacob and Laura	Rosy Kintzinger	Joanne Teichman	
Walter and Ngoc	Haynes	Rosy Kintzinger	Trea Yip	
Hoquang Nguyen	Pravin and Usha Amin	Larry & Karol Omlor	Lawrence Ooi	
Meijken Westenskow	Brooke Maclennan	Beverly Haralson	Sarah Losinger	
Sayid and Mona	Veronica Miller	Brenda Spencer	John Rosenberg	
Alnaeemi	Melinda Yee	Beverly Blumenthal	Josh Coleman	
Angie Marshall	Victor Rodriguez	Betty S. Regard	Tara Khana	
Ken and Diann	Srinivas and Meera	Diana Dutton & AR	Mike Ponczeck	
Richardson	Bette'	Grindl	Tam Nguyen	
Liliana and Julian	Vaishali and Karan	Herman Saenz & Sylvia	G.S. Or Renu Bhatia	
Guevara	Bhatia	Cespedes	Melinda Yee	
Thomas and Purita	Lumm Jenny	Keith & Mary Bardin	Tiffany West	
Omen	Aly Sergie		Rain Abraham	
Mark and Lori Wadding	Elizabeth and Joshua	Peter & Lisa Kraus	Laurence Bergman	
Kitty Lung	Archambault	Julie M. Bleicher	Ivan Vesely	

Mosaic in Motion



Runners at the 1st annual Mosaic in Motion 5k and Fun Run on April 17th, 2010 at Bob Woodruff Park

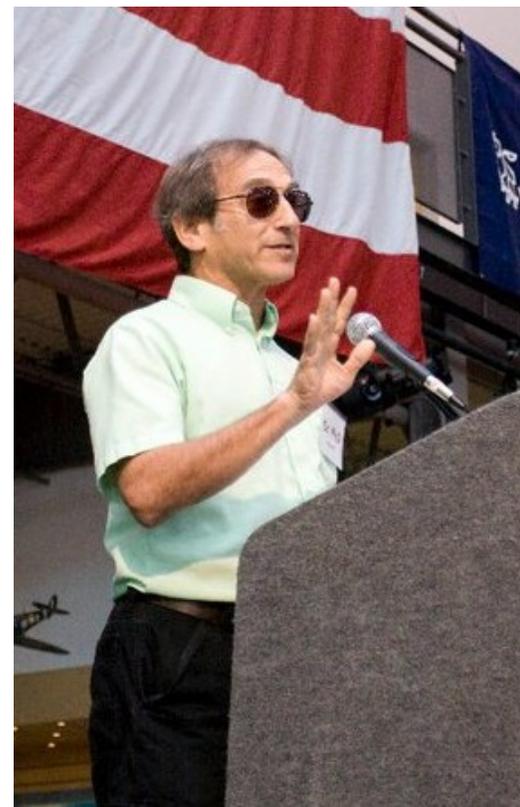


Champion of Human Rights

2010 Award Luncheon Honoring Lauren Embrey



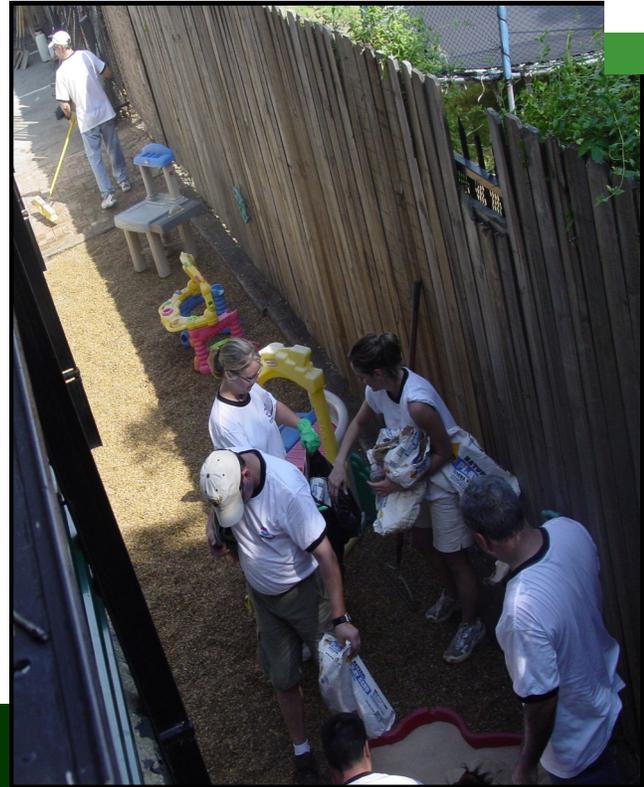
Honorary Chair
Cecilia Boone and
Mosaic's 2010
Champion of
Human Rights
Lauren Embrey



Keynote speaker, Dr.
Rick Halperin,
Director of the
Embrey Human
Rights Program at
Southern Methodist
University

In-kind donations from the community totaled \$154,570 this year, including volunteer and intern hours donated, individual donations, such as food, clothing, and supplies, and support from other agencies.

This year, Mosaic Family Services is privileged to have outstanding interns and volunteers who helped us at Mosaic House, at the main office, and with special events including the Bathhouse Cultural Center Reception and the Donorbridge Campaign. In FY 2010, interns and volunteers from UT Arlington, UT Dallas, UNT, DBU, TWU, SMU, and the community donated thousands of hours valued at over \$80,000. Volunteers conducted presentations, improved the living conditions of Mosaic House, and assisted our clients in improving their English, developing new job skills and learning to lead healthy lives free from abuse.



“Lisa’s” Experience

“Fall of 2010, I had the privilege of interning with Mosaic Family Services. I say privilege because although Mosaic may benefit from volunteers, ultimately, each volunteer who serves with any department in Mosaic leaves having received so much more. As an intern, I spent my time working with both refugee health clients and domestic violence clients, and my experiences were irreplaceable.

One experience that truly touched me was my work with an Iraqi refugee. She had come to America after fleeing from the government that had imprisoned her husband and oppressed her family. She was a very strong woman who found joy in independence, but her

current dependence on those around her left her crippled as she tirelessly tried to learn about this new culture. Through my work with her we learned how to navigate the bus system, and this simple task brought her so much joy! I will always remember those bus rides because they were the first times she ever felt safe enough to show her emotions after leaving her home in Iraq.

These stories and many more give barely a glimpse of the healing work that Mosaic brings to our community. I look back at my time and experiences with Mosaic as a stepping stone in my foundation of learning how to truly serve others.”

In-Kind Donors

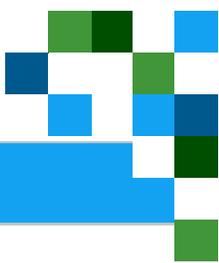
North Texas Food Bank
United Way
Deloitte
Judith Outreach Ministry
Gracehill Community Church
Costume World
Starbucks
Victoria’s Secret
Dirt Cheap Yoga
CHK
UTD
Captain Hope’s Kids
Northway Christian Church
Lambda Nu of
Delta Sigma Theta
Northaven United
Methodist Church

Statement of Financial Position

MOSAIC FAMILY SERVICES, INC.
STATEMENTS OF FINANCIAL POSITION
September 30, 2010 and 2009

	<u>2010</u>	<u>2009</u>
ASSETS		
Current Assets		
Cash and Cash Equivalents - Unrestricted	\$ 162,340	\$ 169,043
Cash and Cash Equivalents - Temporarily Restricted	42,877	73,667
Grants Receivable	<u>197,598</u>	<u>115,058</u>
Total Current Assets	402,815	357,768
Fixed Assets - Net of Accumulated Depreciation	364,987	358,043
Other Assets		
Endowment Assets		
Cash and Cash Equivalents	46,444	2,423
Certificate of Deposit	100,000	46,444
Stocks and Bonds	8,619	105,926
Mutual Funds	<u>12,736</u>	<u>11,690</u>
Total Endowment Assets	<u>167,799</u>	<u>166,483</u>
Total Other Assets	<u>167,799</u>	<u>166,483</u>
TOTAL ASSETS	<u>\$ 935,601</u>	<u>\$ 882,294</u>
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts Payable and Accrued Expenses	\$ <u>75,140</u>	\$ <u>83,363</u>
Total Current Liabilities	<u>75,140</u>	<u>83,363</u>
Net Assets		
Unrestricted	649,785	558,781
Temporarily Restricted	42,877	73,667
Permanently Restricted	<u>167,799</u>	<u>166,483</u>
Total Net Assets	<u>860,461</u>	<u>798,931</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 935,601</u>	<u>\$ 882,294</u>

The accompanying notes are an integral part of these financial statements.



Statement of Activities

MOSAIC FAMILY SERVICES, INC.
 STATEMENT OF ACTIVITIES
 For the Year Ended September 30, 2010

	<u>UNRESTRICTED</u>	<u>TEMPORARILY RESTRICTED</u>	<u>PERMANENTLY RESTRICTED</u>	<u>TOTAL</u>
REVENUE AND PUBLIC SERVICE				
Government Grants	\$ -	\$ 1,711,775	\$ -	\$ 1,711,775
Other Grants	-	300,431	-	300,431
Donations & Other Income	470,253	-	-	470,253
Special Events (Net of Expenses)	48,606	-	-	48,606
Interest & Dividends	5,785	-	532	6,317
Unrealized Gain (Loss) on Investments	-	-	784	784
In-Kind Contributions	154,571	-	-	154,571
	<u>679,215</u>	<u>2,012,206</u>	<u>1,316</u>	<u>2,692,737</u>
Net Assets Released From Restrictions	<u>2,042,996</u>	<u>(2,042,996)</u>	<u>-</u>	<u>-</u>
Total Revenue and Public Support	<u>2,722,211</u>	<u>(30,790)</u>	<u>1,316</u>	<u>2,692,737</u>
EXPENSES				
Program Services	2,247,194	-	-	2,247,194
Fund Development	118,906	-	-	118,906
General & Administrative	265,107	-	-	265,107
Total Expenses	<u>2,631,207</u>	<u>-</u>	<u>-</u>	<u>2,631,207</u>
CHANGE IN NET ASSETS	91,004	(30,790)	1,316	61,530
NET ASSETS AT BEGINNING OF YEAR	<u>558,781</u>	<u>73,667</u>	<u>166,483</u>	<u>798,931</u>
NET ASSETS AT END OF YEAR	<u>\$ 649,785</u>	<u>\$ 42,877</u>	<u>\$ 167,799</u>	<u>\$ 860,461</u>