



2021 ANNUAL REPORT

TRANSFORM. EMPOWER. REBUILD.



MOSAIC
FAMILY SERVICES



Mosaic is a safe haven for survivors of human rights abuses, including human trafficking and domestic violence survivors, refugees, and unaccompanied minors. Our staff members speak more than 25 languages and represent dozens of cultures and every major faith.



A Letter from Kirk DeCardenas, Mosaic's Board Chair

The year 2021 was a year of change and growth for Mosaic. It demanded quick action, flexibility, and patience. I am so proud of Mosaic's staff for their unwavering dedication and resilience. Between the ongoing pandemic, the devastating winter storm, increasing hate crimes, and the refugee crisis in Afghanistan, Mosaic's staff had their work cut out for them and rose to every challenge.

This year brought another big change for Mosaic – the announcement of Dr. Walter Nguyen's upcoming retirement. As the Founder and Executive Director of Mosaic Family Services, Dr. Nguyen has dedicated nearly 30 years of his life to selflessly serving survivors of human rights abuses. Driven by his personal experience as a refugee, he led Mosaic to become a nationally recognized comprehensive service provider. Dr. Nguyen's passion and empathy exemplify Mosaic's core values and drive our mission. His leadership and presence will be deeply missed, but his drive will remain as it is the heart of Mosaic. There are not enough words to convey our respect and gratitude for his service, but please join me in trying:

On behalf of the staff and board, past and present, we thank you for your service and for creating our opportunity to serve.

On behalf of the thousands and thousands of individuals and families who have found new hope through Mosaic, we thank you for helping us lift our lives and the lives of our children from violence.

On behalf of our community, we thank you for your vision, leadership, and dedication to elevating our community through service to the unseen and underserved.

To celebrate Dr. Nguyen's decades of service, I encourage you to join me in becoming a founding member of the **Dr. Walter Nguyen Champions of Human Rights Society**. This special giving society honors Dr. Nguyen's dedication, contributions, and legacy of service to North Texas. As a member of the Champions of Human Rights Society, you will sustain Dr. Nguyen's legacy and be a leader in enabling high-impact support for survivors through Mosaic's comprehensive services. You will take pride in knowing that your membership in this special society ensures Mosaic will continue to be the leading service provider for survivors of human rights abuses in our community.

Join me in this society by contacting Momtaz Begum, Director of Development, at momtazb@mosaicervices.org.

As we look to the future of Mosaic, your continued support is even more important as we work to bring your commitment to freedom, dignity, and justice to life. Thank you for being part of the Mosaic Family.

With hope and gratitude,



Kirk DeCardenas
Board Chair

Board of Directors

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Friends of Mosaic,

The generosity and devotion of Mosaic's volunteers, donors, and partners never ceases to amaze me. Your support made it possible for **5,835** survivors and refugees to find dignity, freedom, and justice through Mosaic's services in 2021. On behalf of those we serve, **thank you.**

Adjusting to a new normal in light of the ongoing Covid-19 pandemic has been challenging for everyone, and Mosaic's survivors have not been immune to the adversities it has created. Mosaic's survivors flee war, human trafficking, and violence in their own homes, and come to us seeking safety and relief. Although the challenges presented by the pandemic have exacerbated our clients' already precarious situation, Mosaic's staff is here, ready to lend a helping hand.

In February 2021, Winter Storm Uri hit Texas and impacted millions of people throughout the state due to freezing temperatures and mass power outages. Mosaic House was also impacted by Winter Storm Uri; burst pipes caused the shelter's first floor to flood. This caused destruction to our childcare center, multipurpose room, staff offices, and kitchen. Because there was so much damage caused by the storm, Mosaic House was unoccupied from February through mid-June, while repairs were made. The shelter residents stayed temporarily in hotels for two weeks before they moved to long-term safe houses where they lived for the next three months.

The extreme measures people had to take to survive caused flashbacks and memories of past trauma. The storms' impact on mental health was prevalent amongst Mosaic's shelter and transitional housing residents, nonresidential clients, and even Mosaic staff.

We continue to be amazed by the way our community, donors, and volunteers stepped up to support Mosaic following the Winter Storm. Our loyal partners from United Way of Metropolitan Dallas, Texas Council on Family Violence, The Dallas Foundation, The Hillcrest Foundation, The Hoblitzelle Foundation, Texas Women's Foundation, and many others, made sure that despite damages caused by the storm, our survivors would be safe.

Because of the events of the last two years, we've seen firsthand the increase in needs from our survivors; many lost jobs, family members, livelihoods, and their sense of safety. Throughout the many challenges, we have also seen unprecedented resilience, growth, and compassion. Mosaic's staff have gone above and beyond to ensure every survivor continues to have access to our services throughout the pandemic, no matter their immigration status, language, or cultural background.

The pandemic changed the world; but like our survivors, Mosaic is resilient.

Your support has transformed the lives of thousands of survivors and ensured our clients had access to life-saving services throughout the pandemic. Thank you for believing in Mosaic and fueling our work.

Yours in hope,



Walter H. Nguyen, Ph.D.
Founder and Executive Director



Who We Serve

Family Violence Survivors

Mosaic serves all survivors of family violence; intimate partner violence; child, teen, and elderly abuse; sexual assault; dating violence; and other qualifying crimes. While family violence affects all communities, refugees and immigrants are especially vulnerable to abuse and face many challenges when it comes to escaping an abusive relationship.

Human Trafficking Survivors

Human trafficking is the use of force, fraud, or coercion to obtain some type of labor or commercial sex act. Mosaic serves all survivors of labor and sex trafficking, regardless of immigration status, including men, women, minors, adults, foreign nationals, and domestic survivors.

Refugees

Most refugees have undergone extreme physical and psychological hardship. When they reach the U.S., they face significant barriers, including language and cultural differences. Mosaic supports refugees through our Social Adjustment Services and Citizenship Program.

Người tị Nạn: Vietnamese word for Refugee

Vietnamese is the native language of Mosaic's Founder and Executive Director, Dr. Nguyen.

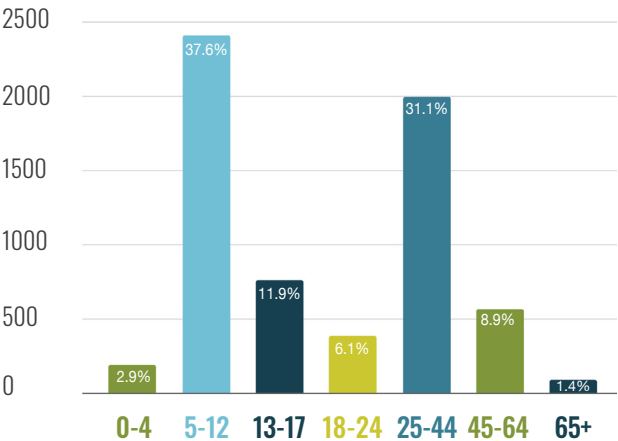
Unaccompanied Minors

Through our Safe Release Support (SRS) and Home Study Programs, Mosaic supports the unification of unaccompanied minors with their family members and qualified sponsors in the United States. These programs strive to support and protect unaccompanied minors upon their arrival in the United States.

5,835 People received direct services and community education, from Mosaic in 2021.

Client Demographics & Impact

CLIENTS BY AGE



1,062

Refugees

Were served through Mosaic’s Social Adjustment Services and Citizenship Programs.

571

Family Violence and Human Trafficking Survivors

Were served by our programs including shelter, legal assistance, case management, counseling, transitional housing, and economic empowerment.

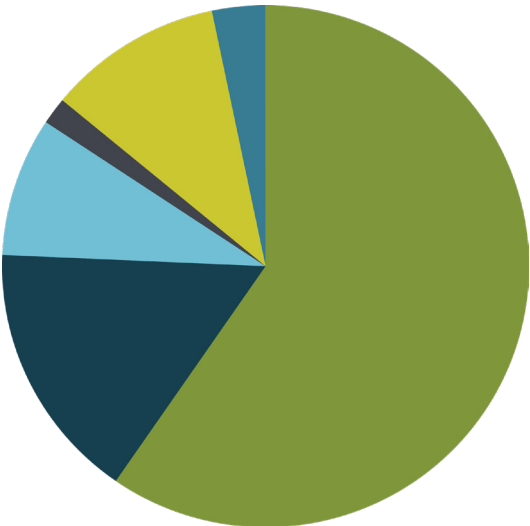
116

1,020

Unaccompanied Minors

Were served through Mosaic’s Homestudy and Safe Release Support Programs.

ETHNIC BREAKDOWN OF CLIENTS



Ethnicity	Percentage
Hispanic	59.6%
Middle Eastern	10.7%
African/African American	16.1%
Asian	8.6%
Caucasian	1.7%
Unknown / Other	3.3%
Total:	100%

Sadiq: Arabic word for Friend

Arabic is a very common language spoken at Mosaic, and is the native language of Laila, Mosaic’s Accounting Assistant.

Our Programs

Empowering survivors of family violence and human trafficking

SHELTER

Women and children fleeing domestic violence or human trafficking find safety and support at Mosaic House, our emergency shelter. With a beautiful residential space including a large outdoor space and play area, tranquility garden, library, and counseling and play therapy rooms, our clients have everything they need to feel safe and start over. Not only do residents receive the basic necessities including food, clothing, hygiene items, and medical care, they also gain independence through on-site ESL classes, job and life skills training, and counseling.



134 Women and children fleeing domestic violence or human trafficking found safety at Mosaic House.

6,752 Emergency nights of shelter.

20,634 Meals were served at Mosaic House.

LIFE CYCLE OF A SHELTER RESIDENT



When a resident first arrives at Mosaic House she is welcomed with open arms and a safe place to live.



When the resident arrives, she is assigned a Mosaic Case Manager who assesses her needs and works as her advocate and translator.



Onsite counseling is available to the resident from the time she arrives at Mosaic House, for however long she needs.



After the resident leaves the shelter, she is eligible for Mosaic's Transitional Housing, where she can live rent free for up to 18 months.



The client continues to access Family and Immigration law services from Mosaic even after she has exited other programs.

CHILDCARE AND CHILDREN'S ADVOCACY

Children at our shelter receive help with school enrollment, immunizations, healthcare, tutoring, and much more. With the support of The Crystal Charity Ball, Mosaic House was able to open an on-site, licensed childcare facility in April 2019. Now mothers at Mosaic House can maintain or seek employment - and move toward freedom and independence - with more ease, knowing their children are safe.

68

Children received advocacy services.

54

Children received childcare.



Our Programs

Empowering survivors of family violence and human trafficking

LEGAL REPRESENTATION

The Multicultural Legal Services Department provides free family and immigration law services to survivors of human trafficking and domestic violence. Many survivors need immigration assistance, especially if their legal immigration status depends upon an ongoing relationship with their abusive partner or if they are eligible for special visas for trafficking survivors (T-Visas) or crime victims (U-Visas).

90% Of survivors achieved positive legal outcomes.

327 Individuals and their families received legal assistance from Mosaic's legal team.

200 Children were represented in legal cases.

TRANSITIONAL HOUSING

Mosaic's Transitional Housing Program provides housing and intensive case management to multicultural survivors of family violence and human trafficking. The program serves between 15 to 20 survivor-households at a time.

In 2021, **107 survivors** in need of supportive housing were served by Mosaic's Transitional Housing Program.

CASE MANAGEMENT

Each client is assigned a case manager to identify their needs and access resources. Case Managers help identify clients' full range of needs and create personalized service and safety plans for each client, serving as passionate advocates and interpreters, and connecting clients to vital support services.

In 2021, **332 crime victims** and their families received advocacy and case management, including **260 family violence survivors** and **61 human trafficking survivors**.

COUNSELING

Mosaic's bilingual counselors utilize the multicultural counseling model to assist survivors of family violence and human trafficking in overcoming trauma and improving their emotional well-being. Mosaic's counseling department offers play and art therapy for children in addition to counseling for adults.

239 Survivors found hope and healing through counseling at Mosaic.

72 Counseling clients were children.

92% Of child counseling clients improved their psychosocial functioning as measured by the Pediatric Symptom Checklist (PSC).



Guérison: French word for Healing

Mosaic's Social Adjustment Services Case Manager, Marie, is fluent in French and FeeFee.

Our Programs

Supporting Youth & Reuniting Families

COMMUNITY EDUCATION AND OUTREACH

Mosaic's Youth Services seeks to prevent substance abuse by building positive attitudes, values, behaviors, and skills. Our target population is youth in grades 1-12 and their families who may have experienced more than three shared risk factors for substance use and violence.

3,066

Students and families received life skills training and education on substance abuse prevention.

Viaje: Spanish word for Journey

Mosaic's Home Study Case Managers, Jane and Jose, are fluent in Spanish.

HOME STUDY PROGRAM

Mosaic's Home Study Program helps to safely reunify unaccompanied children with their families and/or sponsors in the United States. Program Staff work diligently to assess the prospective sponsor's ability to ensure a safe, secure, and caring home environment for the child. Program staff educate and prepare sponsors for reunification and provide families with referrals and information on community resources for legal, education, medical, mental health, and other services. In 2021, **120 unaccompanied children** were served by Mosaic's Home Study Program.

SAFE RELEASE SUPPORT

The Safe Release Support Program (SRS) helps reunite immigrant children with their sponsors in the United States by capturing fingerprints from clients which are necessary for background checks.

897

Potential sponsors for unaccompanied minors were fingerprinted by the SRS team. Fingerprints are necessary to run background checks.

255%

This is a 255% increase in clients served from 2020, in which 253 potential sponsors were fingerprinted.

Unaccompanied Minors Arriving in 2021



Mosaic's Safe Release Support and Homestudy programs saw an enormous increase in demand in 2021 due to the unanticipated number of unaccompanied minors crossing into Texas at the southern border.

These minors primarily came from Guatemala, Honduras, El Salvador, and Nicaragua. Many spent months making the 1,500 mile journey on foot to arrive at the United States border in hopes of finding safety and refuge. Political conflict, extreme poverty, gang activity, and natural disaster caused the surge in fleeing minors.

Our Programs

Supporting Refugees

SOCIAL ADJUSTMENT SERVICES

The Social Adjustment Services (SAS) Case Management Program assists newly arrived refugees in accessing medical and mental health care, and social services. All of Mosaic's refugee case managers are former refugees, fluent in English and at least one other language spoken by refugee clients, and certified as medical interpreters.

455 Refugees were served by the SAS Program to improve their health and quality of life.

92% Of refugee clients obtained or retained health insurance as a result of our services.

Mir: Croation word for Peace

Croatian is the native language of Mirjana, Mosaic's Senior Director of Refugee and Victim Services.

CITIZENSHIP PROGRAM

Mosaic's Citizenship and Naturalization Services Program provides assistance in applying for adjustment of status and naturalization, obtaining fee and/or disability waivers, and interpretation and translation services for United States Citizenship & Immigrations Services (USCIS) interviews.

607 Refugees received help with legal permanent residency or citizenship applications.

161 Clients obtained legal permanent residency or citizenship in 2021.

99% Of survivors achieved positive legal outcomes due to services provided.

Where are Mosaic's refugee clients from?



39	Afghanistan
77	Burma
61	Democratic Republic of the Congo
25	Eritrea
8	Ethiopia
35	Iran
106	Iraq
25	Somalia
79	Syria

Welcoming Afghan Refugees

Supporting Refugees

In August of 2021, the withdrawal of American troops from Afghanistan led to the unanticipated fall of Kabul and takeover by the Taliban. The world watched as Afghans fled, or desperately tried to flee, their beloved homeland.

Mosaic has served the needs of refugees from countless global conflicts, and we were well prepared to welcome Afghan refugees and assist them with beginning a new life in North Texas. Afghan refugees and those with Special Immigrant Visas (SIVs) are eligible for assistance through our Refugee Social Adjustment Services and Citizenship Program.

All of Mosaic's refugee case managers are former refugees and have a first-hand understanding of the trauma refugees experience from war and exile. With our highly diverse staff, multilingual capacity, and nearly 30 years of experience serving refugees, Mosaic is a leading service provider for refugees in North Texas.

MEET YALDA!

Yalda is Mosaic's newest Refugee Social Adjustment Services Case Manager and is also a former client of Mosaic's Citizenship Program. Like all of Mosaic's SAS case managers, Yalda is a refugee. She is highly multilingual, Yalda is fluent in Pashto, Dari, Hindi, and Urdu.

Yalda and her family are originally from Afghanistan but were forced to flee the country as refugees. They found temporary shelter in Pakistan, where Yalda began studying English and became a science teacher at an Afghan school. Under the Taliban, Afghan girls and women were not allowed to go to school or have basic rights and freedoms. Once in Pakistan, Yalda's mother strongly encouraged her six children to study and go to school; she knew this was a privilege that other Afghan girls did not have.

Though Yalda and her family were safe in Pakistan, the country has strict limitations on the rights of Afghan refugees – they can never obtain full citizenship, which limits their employment options. After living in Pakistan as refugees for over a decade, Yalda's family resettled in the United States in 2018. Seeking assistance in applying for a green card, Yalda's family met with Mosaic's Citizenship Specialist, who speaks Farsi. Yalda's mother does not speak English, and working with a person who spoke her language made her feel comfortable and empowered through the application process. That's something Yalda loves about Mosaic – clients are able to access services in their own language, which helps them feel connected, comfortable, and secure.

Yalda expected it would take several years before her family received their green cards and was surprised to receive them within one year of applying. After coming to Mosaic as a client, Yalda knew she wanted to be part of this work. She told her Citizenship Specialist that she would love to work at Mosaic and asked to be kept in mind for any job openings in the refugee programs. Mosaic's Citizenship Director kept Yalda in mind and called her when a refugee case manager position opened. Yalda jumped at the opportunity to join Mosaic. She knows that supporting refugees is her calling and is thrilled to be part of Mosaic's team.

"I'll never forget the day I met my first clients, and the happiness I saw on their faces, only because I was able to communicate with them in their language."



Survivor Stories

MEET KIM AND D.

Kim and Dok Mai have always loved food. Back in Thailand, their native country, the two women were street food vendors. Dok Mai – “D.” for short – was a cook, and Kim sold fresh produce. When they were recruited to come to the United States to work at a restaurant, they both jumped at the opportunity for more stability and higher pay.

After arriving in the US, Kim and D. quickly realized the job was not the stable, positive opportunity they had been promised. From the start, the women were forced to work 12-hour shifts. They were not only cooking, but serving, cleaning, and doing anything their “employer” demanded. The situation went from bad to worse when the restaurant owners took away their passports and legal documents.

Thankfully, law enforcement received a tip about what was happening at the restaurant and ended up shutting down the establishment for labor trafficking. Mosaic has worked hard to establish a positive relationship of mutual understanding and collaboration with local law enforcement, so agents working on the case were familiar with Mosaic’s anti-trafficking work and specialization with foreign-born survivors. Upon shutting down the restaurant, they brought Kim and D. to Mosaic House in 2019.

Neither D. nor Kim spoke English at the time, and they were overwhelmed by the situation, scared of being deported or returned to their trafficker. Mosaic’s Thai-speaking case manager, Achara, made the two women feel welcome and helped them understand that Mosaic House is a safe place. She encouraged them to make themselves feel at home and participate in the various activities that take place at the shelter. Kim and D. quickly became very popular at Mosaic House with both the staff and other residents, developing close relationships despite the language barrier. The two women often cooked large meals for the staff and residents, regularly attended onsite ESL classes, and played games with the children.

After living at Mosaic House for a year, D. and Kim graduated into Mosaic’s Transitional Housing program, which provides residents with rent-free housing and robust support services. Without having to worry about rent or finding their own place, Kim and D. were able to focus on continuing to rebuild their lives and move towards self-sufficiency. While living in Transitional Housing, the two women continued to regularly attend life skills and ESL classes.

With the help of Mosaic’s attorney, Carmen, Kim and D. applied for and received T-Visas, which made them eligible for work authorization. Carmen also helped the women apply for their green cards, which both received.

Now legal permanent residents, D. and Kim have moved into their own apartments and are still working in the restaurant industry as cooks. Through Mosaic’s Economic Empowerment program, they found excellent jobs where they receive benefits, are paid a living wage, and find fulfillment through their work. They are especially grateful to Carmen, Achara, and Mosaic House staff for supporting them and valuing them. Kim and D. came to the United States without knowing anyone other than their trafficker. Now, they find comfort knowing they have a whole support system of people at Mosaic who value and believe in them.

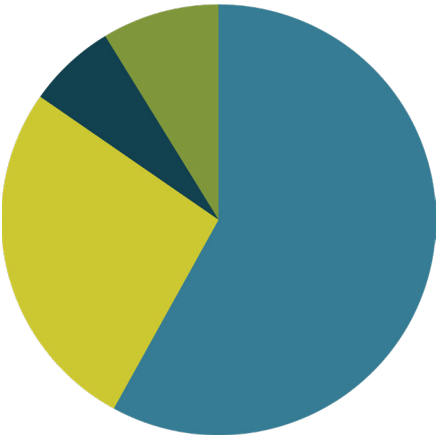
In 2021, Kim and D. went back to Mosaic House to visit. They once again cooked a large meal for the staff and residents. Cooking for others is their way of expressing love, and based on how much food they made, they have a lot of love to share.



Pictured is one of D.’s homemade meals for the shelter staff.

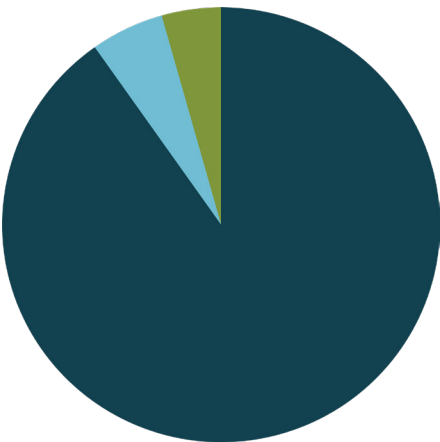
Financials

REVENUE



Government Grants	\$3,285,948	58%
Foundations & Individuals	\$1,514,390	26.7%
United Way	\$372,895	6.6%
In-kind Contributions	\$492,256	8.7%
Total:	\$5,665,489	100%

EXPENSES



Program Services	\$4,671,214	90.2%
Fund Development	\$280,337	5.4%
General and Administrative	\$226,895	4.4%
Total:	\$5,178,446	100%

Haki: Swahili word for Justice

Josephine, one of Mosaic’s Citizenship Specialists is fluent in Swahili and Kikuyu.

YOU CAN CONTINUE TO INVEST IN MOSAIC’S SURVIVORS BY EXPLORING ADDITIONAL WAYS TO GIVE, INCLUDING:

- Join Mosaic’s Monthly Giving Community, *You Belong Here*.
- Double your impact by asking if your employer matches charitable contributions.
- Give through a donor advised fund.
- Become a founding member of Mosaic’s Champions of Human Rights Society.
- **Scan the QR code with your phone’s camera to make a gift now!**





Dr. Walter H. Nguyen

CHAMPIONS OF HUMAN RIGHTS SOCIETY

The Dr. Walter H. Nguyen Champions of Human Rights Society affords members the opportunity to serve survivors of human rights abuses, including survivors of domestic violence and human trafficking, refugees, and unaccompanied minors.

As a member of the Champions of Human Rights Society, you will honor Dr. Nguyen's legacy and join a team of leaders who bring high-impact support and wraparound services to survivors in our community. You will take pride in knowing that your membership in this special society ensures Mosaic's ongoing ability to provide culturally competent and trauma-informed care to human rights abuse survivors. Your support is vital to our success as we move into the next stage of Mosaic's history.

BECOME A CHAMPION

In recognition of Dr. Walter H. Nguyen's three decades of service, we encourage you to make an impact gift of \$3,000. Dr. Nguyen's passion and empathy exemplify Mosaic's core values and drive the organization's mission. Now you can be a part of that passion and guide us into the future.

To be recognized in the Champions of Human Rights Society, we ask you to invest a minimum of \$1,500 in the futures of our clients and their success in the DFW. You are welcome to pledge your commitment now and make your gift within one year.

GIVING LEVELS

WELCOMING: \$1,500

Provide services for a family of two at Mosaic House. This includes housing, food, travel, and childcare.

IMPACTFUL: \$3,000

Provide a refugee family with case management and health care advocacy.

SUPPORTIVE: \$5,000

Provide job training, English as a Second Language classes, and setting up a new apartment for a domestic violence or human trafficking survivor.

TRUSTED: \$7,500

Support a survivor's legal services, including representation, fees, and filing visa applications.

CHAMPION: \$10,000

At this level, your impact will reverberate throughout Mosaic. For example, \$10,000 can provide Transitional Housing to a survivor for a full 18 months.



To honor Dr. Nguyen's legacy, Mosaic's staff and board of directors commissioned local artist, Stephen Zhang, to paint his portrait.

To see more of Stephen's work, visit
www.stephenzhangart.com.

Thank You!

Thank you to our 2021 donors and supporters for upholding
DIGNITY, **FREEDOM**, and **JUSTICE**.



LEAD PARTNERS



Baron and Blue Foundation

The Hillcrest Foundation

The Hoblitzelle Foundation

The Rees-Jones Foundation

Roy and Christine Sturgis Charitable Trust

**Meet D, a former
resident of
Mosaic House!**

**Learn more about D.
by reading her client
story on page 12 of
this report.**



Be part of a survivor's success story.

**You can change the life of survivors like D. by donating to
Mosaic. Every dollar given empowers survivors.**



MOSAIC
FAMILY SERVICES

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