



MOSAIC

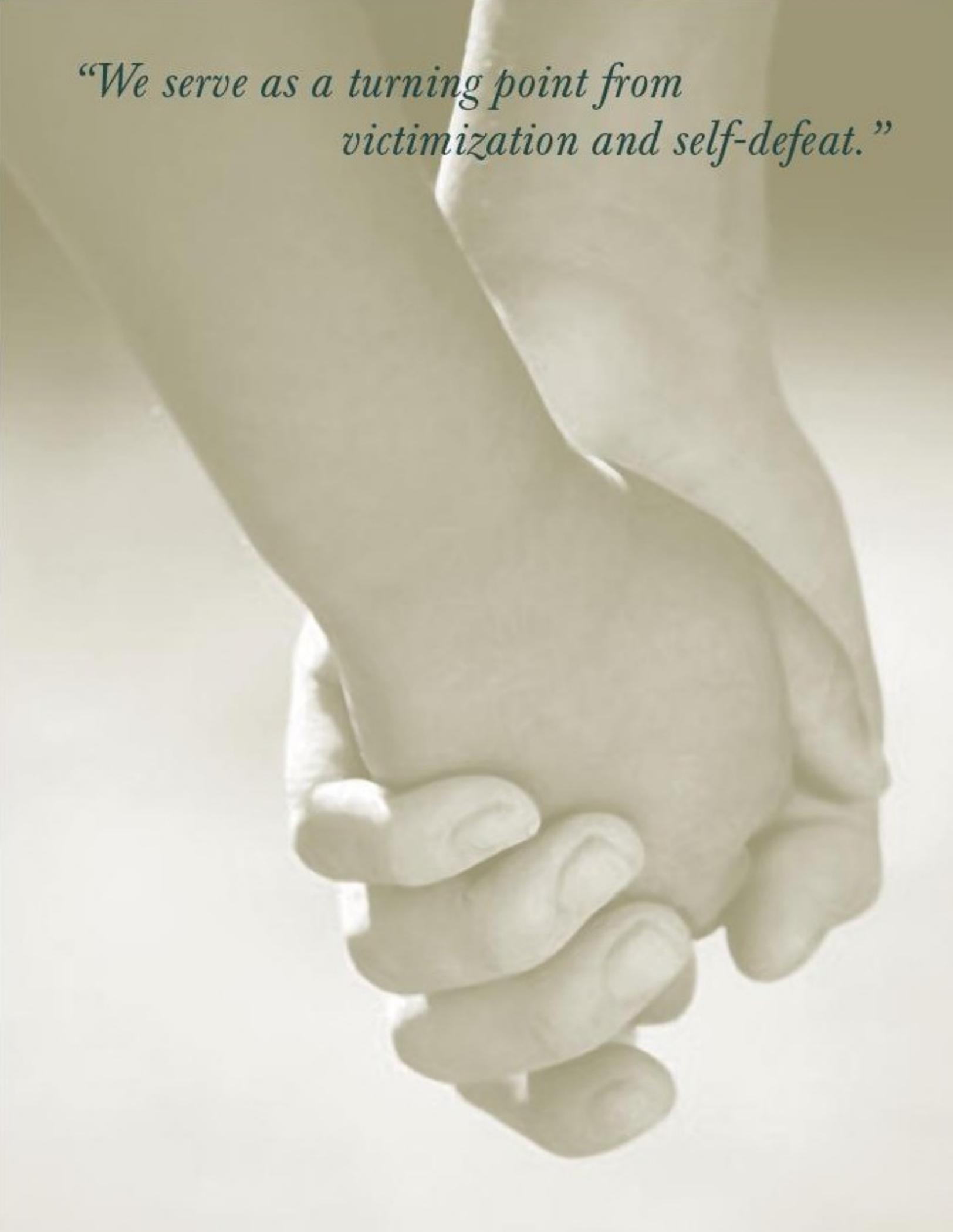
Family Services, Inc.™

20
09

annual
report

SUPPORT ■ EDUCATE ■ EMPOWER

*“We serve as a turning point from
victimization and self-defeat.”*





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Dear Friends,

I am pleased to share with you the 2009 Annual Report of Mosaic Family Services, which highlights the impact of our programs as seen through the eyes of our clients. Despite the downturn in our economy and the shrink in public and private support for our work while the need increased, our programs continued to meet these challenges with steadfast determination and compassion for the plight of so many individuals and families affected by them. I encourage you to take a few minutes to read these powerful stories from individuals that Mosaic has served during the past year.

I am grateful to the many donors, supporters, and volunteers recognized in this report. Your support has made a difference in the lives of so many individuals served by our agency, especially those affected by domestic violence, human trafficking, cultural adjustment, HIV, and drug abuse.

We count on your continued support in 2010. Please feel free to share this report with your friends and colleagues.

Warmest regards,

Walter H. Nguyen, Ph.D.
Executive Director

Mosaic Family Services is a 501 (c)(3) nonprofit community-based organization that provides services free of charge to refugees and immigrant victims of human trafficking and domestic violence in North Texas. 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 (SVT)

The SVT Program continues to provide assistance to trafficking victims including legal assistance, social services, counseling, interpretation and translation services, employment assistance, and housing. During 2009, 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. Clients of this program who reside at Mosaic House also benefit from the services offered there including ESL classes, computer classes, and support groups.

During the 2009 fiscal year, a total of 95 clients were served. Staff provided 10 trainings for professionals and 69 Human Trafficking Outreach Sessions.

In order to meet the unique needs of trafficking victims, Mosaic Family Services partners with the Dallas and Fort Worth Police Departments through a collaborative grant from the Department of Justice. The most significant

14,500-17,500 people are trafficked into the United States each year according to estimates by the U.S. Department State.

1,229 incidents of human trafficking were reported and investigated by Department of Justice task forces between January 2007 and September 2008.

95 victims of human trafficking received aid through Mosaic Family Services in FY 2009.

development in this FY, and perhaps since the beginning of the collaborative grant, is the formation of a model law enforcement task force. Personnel from Immigration and Customs Enforcement (ICE), the FBI, Dallas Police, Fort Worth Police, Arlington Police, and an Assistant U.S. Attorney work jointly at the regional office of ICE. One of the first of its kind, this task force is already investigating many potential cases of human trafficking and beginning to bring to light more cases of this hidden crime.

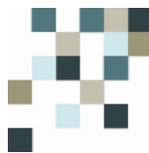
As a member of the Freedom Network, a nationwide coalition of agencies that serve victims of trafficking, Mosaic hosted the 2009 Annual Freedom Network Conference in Dallas.

“Priya’s” Story

After receiving a hotline call regarding a potential victim of human trafficking, Mosaic staff responded, and “Priya” came to the shelter. A case manager met with Priya to discuss the struggles she had faced and plans for the future. “Priya” was also immediately introduced to our legal advocate who explained the many options and possible outcomes of her case. “Priya” eventually met with Law Enforcement and was identified as a victim of trafficking. When Priya first came to Mosaic she spoke very little English. Her case manager arranged for Priya to attend ESL classes, to receive counseling and medical services, and worked rigorously with the legal department at Mosaic along with Law Enforcement. Priya’s English improved immensely. She was able to speak out loud and without fear. Priya slowly became more vibrant and confident. She repeatedly told Mosaic staff that she felt free and, for the first time in her life, like she wasn’t living in a jail. With the help of counseling she was able to talk

about her past situation and grow from it in order to move forward with her life.

Unfortunately, Priya’s past was very dark. She was coerced into the country to perform forced labor, had lived in harsh working conditions, and never had an opportunity to have freedom for herself. She felt that she was living as a slave in the United States with no options, until she met our agency. With the help of Mosaic, Priya now has Continued Presence, lives on her own, and is working legally in the United States. Watching Priya’s face when she was handed a Social Security Card was practically indescribable. She was just overwhelmed with joy and kept saying, “I can’t believe it, I’m free, thank you so much!” Priya always verbalizes that she is so grateful and could never forget where she came from and where she is today. She has nothing but gratitude towards our agency for changing her life and her family’s life back in her country!

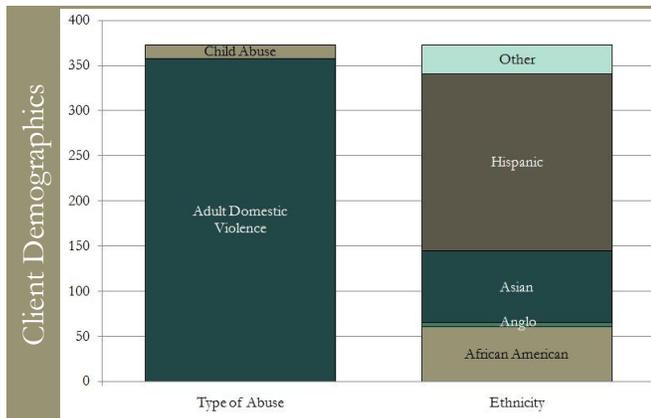


Multicultural Family Violence Program

The Multicultural Family Violence Program provides services to women and children from immigrant and refugee communities who have experienced domestic violence. Family Violence case managers help clients access the services and resources that are available to them from Mosaic and the community including legal services, counseling, medical services, transportation, interpretation, financial assistance, and housing. Clients of the program who reside in our shelter also benefit from the services offered there such as ESL, parenting, and job skills classes, as well as our new child advocacy program.

In 2009, 387 immigrant victims of domestic violence were served. 39 outreach sessions, 12 trainings, and 31 community presentations were provided.

Our staff continues to provide trainings to the refugee and immigrant communities to educate this vulnerable population about domestic violence. Additionally, several cross-cultural



trainings were held for service providers to give them practical tools for working with people from other cultures. These trainings often provide consultation, interpretation, information about immigrant issues, and transportation, in addition to resource information and referrals for legal representation and advocacy, and crisis intervention. Mosaic staff was active in their outreach efforts to the Dallas Fort Worth Metroplex at a variety of organizations, including attorneys' offices, churches, job fairs, and apartment complexes. Mosaic has been successful at increasing our numbers in the African community where many newly arrived refugees are currently coming from, as well as in the Hispanic community.

“Eve’s” Story

Eve came from Mexico with the help of her boyfriend turned husband, Sam, on a tourist visa, which eventually expired. A year after her arrival, Eve began to experience physical, emotional, sexual, and verbal abuse. She was controlled by her husband, who kept her isolated. Eve also faced a lot of manipulation from Sam’s immediate and extended family members. When she told him that she would call the police to report his abuse, he threatened to tell the cops that she was here illegally. Eve was very afraid and felt stuck in the relationship. After living in life threatening conditions for over a year, she eventually made a police report. Though she had been able to leave the house safely, he continued to harass her. Eventually, she came into contact with Mosaic Family Services. When Eve first arrived at our agency she was overwhelmed with fear, without strength, and lacked the courage to tell her story. Eve’s case manager helped her to receive financial assistance, counseling, and legal advocacy. With the help of another organization that was willing to provide her with financial assistance, Eve was able to get back on her feet. This allowed her to live on her own and begin putting all the broken pieces of her life back together. Mosaic’s Legal Department played a huge role as well. Eve’s case manager was able to retrieve the proper documents in order for the client and legal advocate to file for VAWA (Violence Against Women Act) petition. With her VAWA petition now approved, and Eve is able to legally stay and work in the United States without fear. Eve feels that she has freedom in her life once again. Eve says she will never forget the influence that our agency had on her life, and that she is unbelievably grateful for all the services Mosaic Family Services were able to provide her with.



Mosaic employees in Austin, TX supporting Domestic Violence and Sex Assault Awareness Day.

Mosaic Transitional Housing

“Purvi” and “Talan’s” Story

Purvi and her son Talan arrived at Mosaic House after Purvi called the Mosaic 24 hour hotline, desperate to escape the abuse she and her son had endured at home from her husband and his family. Purvi arrived at Mosaic House battered and confused. Purvi’s frustration and confusion increased when Talan began to display the same abusive behaviors that he had learned from watching his father abuse his mother. Talan would hit, spit on, yell, verbally assault, and belittle his mother. Purvi had endured abuse long enough. She had refused to raise Talan in an abusive environment, and now she decided to re-train Talan. With the help of the child advocate and parenting classes, Purvi began actively learning new techniques of discipline and communication in regards to Talan. She began promptly putting those techniques to use, with some resistance from Talan. With emotional support from Mosaic staff, Purvi found the new techniques to be beneficial and eventually quite effective. Talan also began attending daycare, which gave him routine and boundaries. He continued to excel after entering daycare and has become more independent and respectful not only to his teachers, but also his mother. Purvi had always thought the many years of the abuse she experienced were her fault, but during her time at Mosaic Purvi was talk about her experiences with a counselor. Through Mosaic’s attorneys she also started working to gain custody of Talan. With the help of Crime Victim’s Compensation, Purvi and Talan received monetary support to begin their new violence-free life.

They have now moved out of the shelter and live on their own. Talan is still attending daycare and continuing to exceed beyond what his mother believed possible. Purvi still receives the emotional support from her counselor in regards to her new parenting style and teaching her son a safe violence free lifestyle.

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. Staff provides crisis intervention, interpretation, and transportation services for residents. Volunteers and staff teach educational classes for residents on a variety of subjects including ESL, basic cultural orientation, parenting, computer skills, money management, and job training. Services are provided at Mosaic House, 24 hours a day, 365 days a year. In addition to services provided to shelter residents, the staff at Mosaic House maintain 24 hour hotlines for Domestic Violence and Human Trafficking. Clients residing in Mosaic House also benefit from services offered by Mosaic’s other departments including case management, legal services, and counseling.



Mosaic staff sort and store donated food.

Mosaic House provided transitional housing for 192 clients during FY 2009

Mosaic House is also home to our Children’s Advocacy Program, which provides case management, education, children’s groups and activities, safety planning, interpretation, and support services for children who have been exposed to domestic violence or who have been victims of child abuse. The Child Advocate arranges educational services and activities on a daily basis for the children and provides domestic violence-sensitive parenting classes for the mothers. During the last year Mosaic House partnered with businesses, universities, public programs, and religious entities to provide clothes, school supplies, summer camps, sports events,

birthday boxes and Christmas presents to the children residing in Mosaic House.



One of the children at Mosaic House works on an arts and craft project.



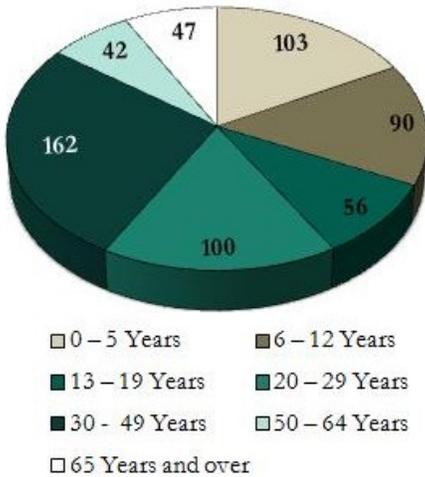
Refugee Case Management Program

This program assists refugees, asylees and victims of human trafficking, who experience medical problems, psychological adjustment difficulties, and/or mental health needs.

Our multilingual, multicultural case managers are chosen from the target refugee populations to ensure that culturally sensitive services are provided. 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. Services are provided in collaboration with the International Rescue Committee office in Dallas (IRC). During the FY 2009, the majority of our clients were from Burma, Burundi, Bhutan and Iraq with many others from Somalia, Togo, Vietnam, Congo, Iran, Liberia, Afghanistan, Sudan, Ethiopia, and Egypt. Almost 97% of our clients were within the first year of arrival.



Client Demographics by Age



In 2009, the Refugee Case Management Program served 538 clients, providing 2985 case management service units.

The staff has worked very diligently to tend to the immediate medical and health needs of these clients while they continue to actively provide outreach and participate in various community events and coalitions. Three workshops about healthy families, the cycle of domestic violence, child abuse and positive discipline were provided in our main office to new arrivals from Burma, Burundi and Bhutan. Interpretation and child-care were provided during the workshops. Public transportation orientations to Parkland Hospital and the East Dallas Clinic were also provided. During these orientations, case manager assisted clients with all aspects of using public transportation including purchasing tickets, validating them, which trains and buses to take, and a walk through of the facility where their appointments will be.



Case managers teach refugees how to use public transportation to access health care.

“Pretty’s Story”

“Pretty” is a teenage girl from Iraq who was suffering from the skin disease, psoriasis. After receiving an injection for treatment in Syria, the psoriasis had extended all over her body. Pretty and her family were referred to Mosaic by Catholic Charities of Dallas as soon as they arrived in the United States. After learning of Pretty’s condition, a Mosaic Case Manager immediately took her to Parkland Hospital. Her case manager was able to get a referral from the PCP for Pretty, and then was able to quickly arrange an appointment at Children Medical Center.

Pretty was attended 3 days later by the chief dermatologist, who had gathered a team of dermatologists and researchers from Southwestern Medical faculty. Pretty’s case was so specific that her psoriasis level extension and condition had

never been actually observed in the hospital. Pretty was hospitalized to begin the inpatient treatment. She began receiving medications, and experts monitored what she ate, drank, the type of clothing fabric she wore, and lotion she used.

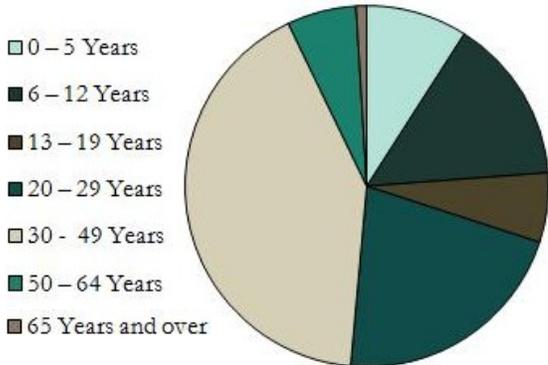
After 12 days of intensive treatment, Pretty was released from the hospital and was advised to return for a follow-up after 2 weeks. After several months of treatment, research, trials, and alternative relapses, she began to recover. Today, Pretty has recovered from psoriasis as well as the emotional distress she was experiencing. She is able to lead a normal life, attending school, listening to music, and spending time with her family and friends.



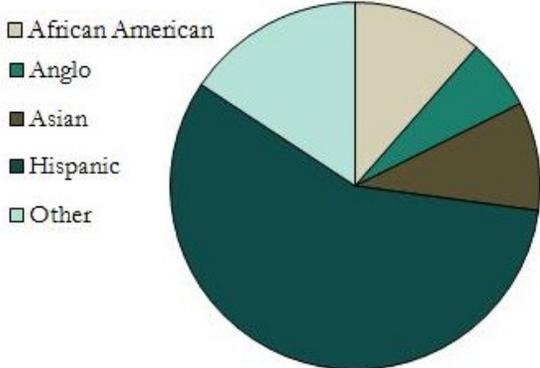
Refugee and Immigrant Counseling

During the 2009 fiscal year, Mosaic’s Counselors and Counseling Interns spent over 900 hours with 210 clients.

Client Demographics by Age



Client Demographics by Ethnicity



The Immigrant and Refugee Counseling Program offers a holistic counseling model that meets the unique needs of refugees and immigrants. Licensed counselors and counseling interns provide individual and group counseling for adults, and play and art therapy for children. Counselors take a multicultural approach with clients, aiming to increase emotional health and well-being while decreasing the anxiety and depression that has resulted from domestic violence, human trafficking, and/or difficulties adjusting to a new culture. Any refugee or immigrant is eligible for services in this program. The average length of service per client is 8 weekly sessions with a counselor.



“Helen’s” Story

“Helen,” a young woman from Africa, is a victim of human trafficking. Helen was sent by her mother from Africa to the United States at the age of seven to live with relative who she had never met before. Although she was allowed to go to school, she was treated like a slave and forced to work, cleaning and keeping house for her family, collapsing into bed at the end of every night. When a family member decided that they could not take care of her any longer, she would be sent to a different relative’s house in a different state where she would be subjected to the same treatment over and over again. She endured many other abuses during this time. Several years later, Helen managed to escape and was eventually taken in by people who helped her to find Mosaic Family Services. She was immediately assigned a case manager, an attorney, and a counselor. Her counselor

helped “Helen” learn how to manage her fears and flashbacks, to set boundaries, and to develop assertiveness as well as learning how to trust others and form meaningful relationships again. Over the span of more than a year, Helen has not only been able to work through the majority of her trauma in counseling, but with the help of the legal department at Mosaic, she has recently been granted citizenship in the US. She now has her driver’s license, a steady job, her own apartment, a car, and is in the process of finishing her last semester of college. In counseling, she talks about feeling “free” for the first time in her life and is making all kinds of plans for her future. She has also become comfortable enough to tell her story and educate people locally about human trafficking and her journey.



Multicultural Legal Services

Working closely with law enforcement at both the state and federal levels, including the local District Attorney’s Office, U.S. Department of Justice and the U.S. Attorney’s Offices, Mosaic’s attorneys assist victims of domestic violence and victims of human trafficking free of charge in areas of both family law and immigration law.

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. The program improves the lives of immigrant victims by giving them the legal protections needed to achieve safety and self-sufficiency. The average length of service is one year, with monthly meetings between attorneys and clients.

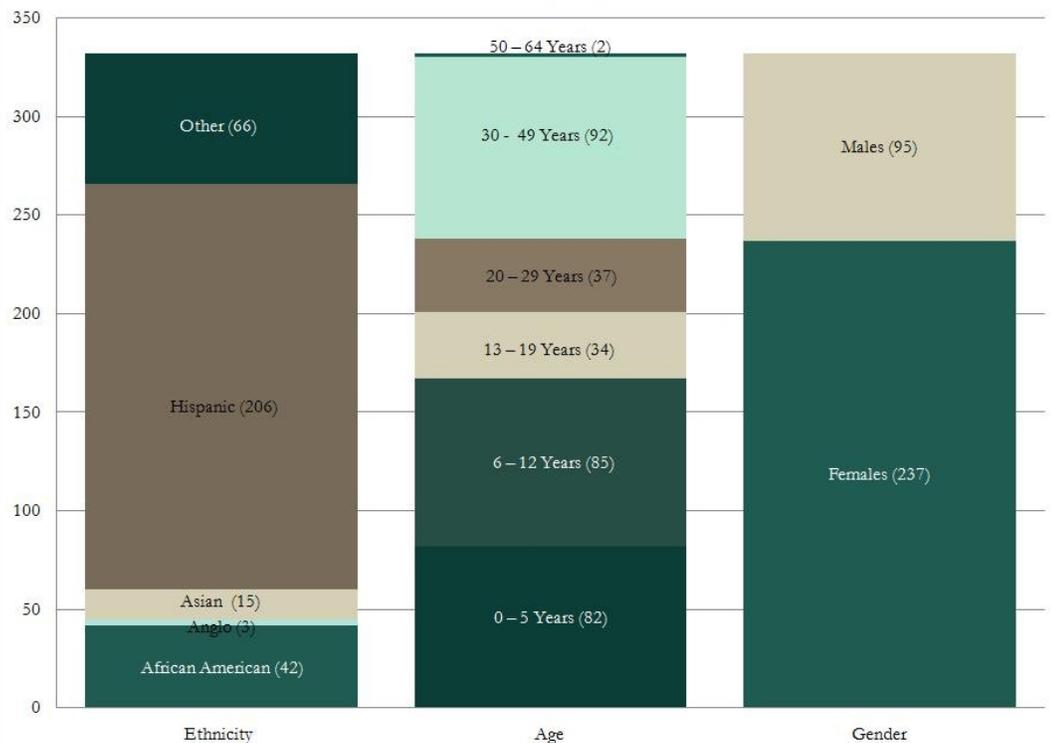
“Lisa’s” Story

Originating from Eastern Europe, "Lisa" suffered domestic violence at the hands of her husband for several years. Lisa endured abusive and controlling behavior from her husband, who limited her social contacts, demanded that she stop working, and engaged in a pattern of debilitating emotional abuse. Ultimately, Lisa's husband forced her to leave her home and refused to allow her access to recover her belongings or see her children. Even after their separation, Lisa's husband assaulted, threatened and harassed Lisa. He threatened to kill himself so that the children would blame and despise their mother. The community of immigrants from Lisa's country is small, and Lisa's husband began systematically threatening Lisa's friends, family, and childcare providers, who became so fearful that they stopped assisting Lisa. Mosaic's attorneys helped Lisa file a restraining order against her husband and secure custody of the children. Because Lisa speaks limited English, Mosaic attorneys advocated that Lisa should receive court assistance in securing an interpreter, and Collin County provided fees for a court-certified interpreter. Lisa's husband continued to threaten Lisa that she would lose her children, but Lisa was awarded custody in the final decree, as well as a sizable monetary judgment. Lisa's husband was found in contempt of court for his continued belligerence and noncompliance.

In 2009, the legal department served 332 clients in the fields of both family law and immigration law.

In addition to handling our own caseload, the Legal Department has also successfully collaborated with the International Rescue Committee to obtain permanent residency status for approximately 37 human trafficking victims. Mosaic’s Multicultural Legal Services has provided free legal services to approximately 54 human trafficking victims in order to help them pursue immigration status in collaboration with the Southern Poverty Law Center.

Client Demographics



Multicultural Youth Substance Abuse Prevention Program (MYSAP)

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. In Life Skills Education Classes, a Prevention Specialist comes into the classroom once a week over a 10 week period to teach students how to build positive attitudes, values, behaviors and skills in order to guard against substance abuse. 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. Youth and adults also gain opportunities and skills to build positive family bonds through alternative activities that promote a drug-free life. MYSAP also collaborated with local organizations in the Alliance on Underage Drinking and community members to plan the BuzzFree PROMises Dress Giveaway event.



Prevention Specialist, Stephanie, presents tobacco information to families at The Reserve at Las Brisas After-School program. Afterwards, the families bonded over dinner and tobacco bingo game.

In FY 2009, over 7,000 youth and adults received information from MYSAP on youth substance abuse prevention

Life Skills Education Classes Totals and Outcomes

- 680 Youth enrolled, 48 Groups, 453 Classroom hours.
- 87.81% students who completed the program increased or maintained their non-use attitude toward alcohol, tobacco and other drugs.

Minors and Tobacco Presentations

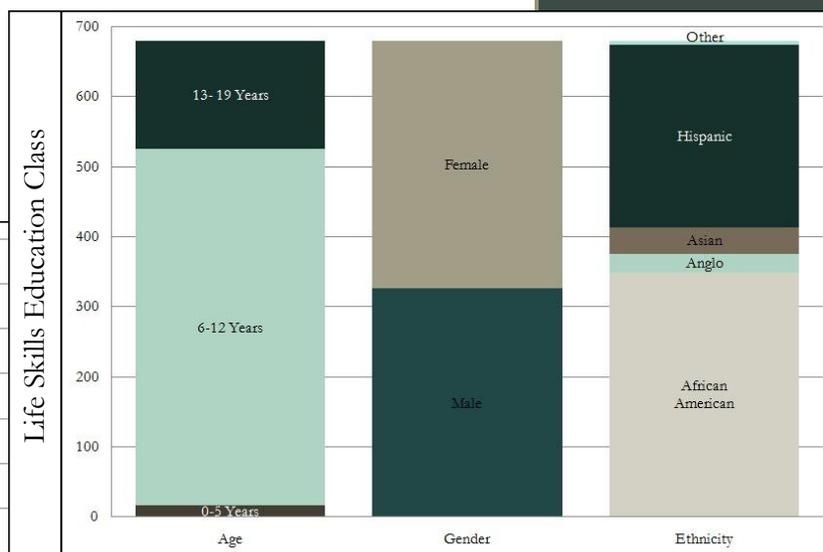
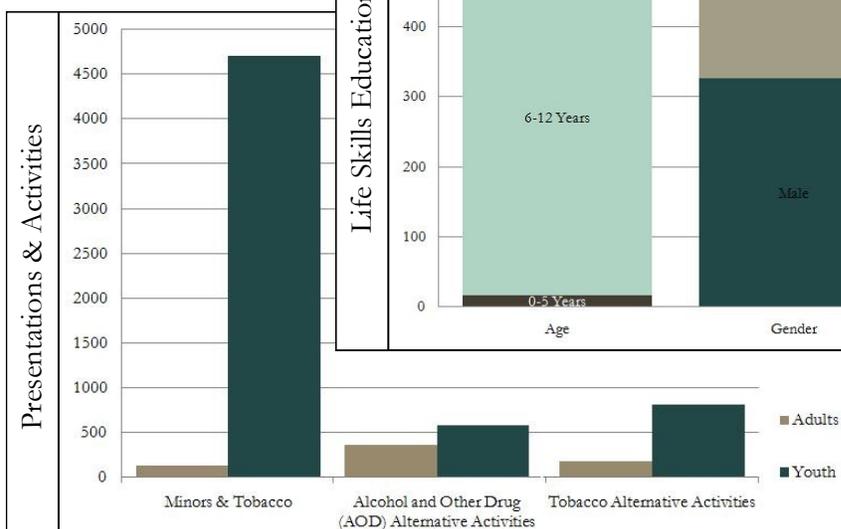
- 136 Adults attended across 3 Presentations.
- A total of 93 Presentations were given to 4709 youth.

Alcohol and Other Drug Alternatives Activities

- 366 Adults and 584 Youth attended.

Tobacco Alternatives Activities

- 177 adults and 815 youth attended.



An Addict I Am Not

She pulls me closer instead of pushing me away,
hoping that I haven't realized she is leaving today.

An addict I am not, but I must live the life, dealing and
coping, praying and hoping that one day she will stop.

An addict I am not, but maybe the pain I feel more,
knowing any moment she might walk out the door.

An addict I am not, but I must deal with the lies,
the deceit, the pain, and all the
tearless cries.

An addict I am not, but I see
the pain in her eyes and the fear
that grips her soul, but despite
all that she still likes to smoke.

An addict I am not, but I watch
her destroy herself everyday.

An addict I am not.
I want this suffering to go away.

During a Life Skills Education Lesson on dealing with anger, a student brought this poem, which she had written to work through her personal experiences and to express why she chooses a drug-free lifestyle.



HIV Early Intervention (HEI) 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. The primary goal of the HIV/AIDS Education to Youth Program is to prevent the spread of HIV among youth by disseminating information, providing outreach and education, and promoting risk reduction techniques and preventions methods to youth ages 13-17.

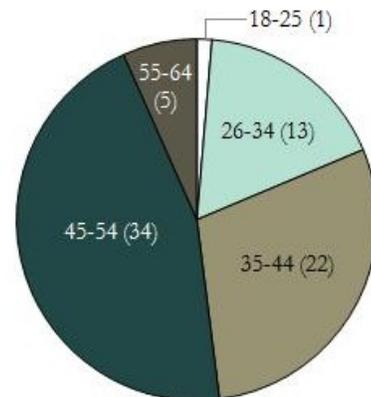
During FY 2009, HEI served 75 clients, provided HIV Education for Youth to over 280 people, and gave over 140 presentations.

Staff members of the HEI Program are also members of *Stomp Out Syphilis* and the *AIDS ARMS Network Affiliates*, and one staff member is a voting member of *Ryan White Planning Council of Dallas Area*.

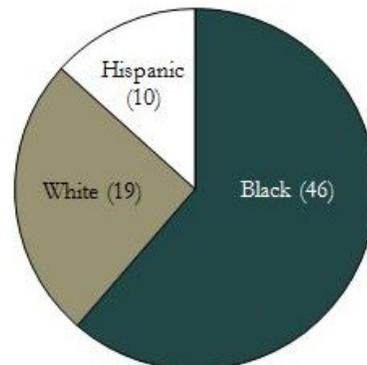
In the FY 2009, Mosaic Family Services HIV/AIDS Program was recognized by the following community agencies and organizations:

- Stomp Out Syphilis
- Holmes Street, Inc.
- Sequoyah Service of Hope
- Cottrell Halfway House

Client Demographics by Age



Client Demographics by Ethnicity



“Education, education, education. The only way we are going to get around [AIDS] is with education. We have no vaccine, we have no magic drug. All we’ve got is education.”

Jocelyn Elders, Former United States Surgeon General

Statement of Financial Position

MOSAIC FAMILY SERVICES, INC.
 STATEMENTS OF FINANCIAL POSITION
 September 30, 2009 and 2008

	<u>2009</u>	<u>2008</u>
ASSETS		
Current Assets		
Cash and Cash Equivalents - Unrestricted	\$ 169,043	\$ 282,420
Cash and Cash Equivalents - Temporarily Restricted	73,667	15,000
Grants Receivable	<u>115,058</u>	<u>142,961</u>
Total Current Assets	357,768	440,381
Fixed Assets - Net of Accumulated Depreciation	358,043	369,106
Other Assets		
Endowment Assets		
Cash and Cash Equivalents	2,423	3,372
Certificate of Deposit	46,444	45,627
Stocks and Bonds	105,926	102,149
Mutual Funds	<u>11,690</u>	<u>12,732</u>
Total Endowment Assets	<u>166,483</u>	<u>163,880</u>
Total Other Assets	<u>166,483</u>	<u>163,880</u>
TOTAL ASSETS	<u>\$ 882,294</u>	<u>\$ 973,367</u>
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts Payable and Accrued Expenses	\$ 83,363	\$ 64,384
Deferred Revenue	<u>-</u>	<u>170,515</u>
Total Current Liabilities	<u>83,363</u>	<u>234,899</u>
Net Assets		
Unrestricted	558,781	559,588
Temporarily Restricted	73,667	15,000
Permanently Restricted	<u>166,483</u>	<u>163,880</u>
Total Net Assets	<u>798,931</u>	<u>738,468</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 882,294</u>	<u>\$ 973,367</u>



Statement of Activities

MOSAIC FAMILY SERVICES, INC.
 STATEMENT OF ACTIVITIES
 For the Year Ended September 30, 2009

	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL
REVENUE AND PUBLIC SERVICE				
Government Grants	\$ 1,991,658	\$ -	\$ -	\$ 1,991,658
Other Grants	308,981	73,667	-	382,648
Contributions & Other Income	225,030	-	-	225,030
Special Events (Net of Expenses)	-	-	-	-
Interest & Dividends	817	-	1,537	2,354
Unrealized Gain (Loss) on Investments	-	-	1,066	1,066
In-Kind Contributions	101,378	-	-	101,378
	2,627,864	73,667	2,603	2,704,134
Net Assets Released From Restrictions	15,000	(15,000)	-	-
Total Revenue and Public Support	2,642,864	58,667	2,603	2,704,134
EXPENSES				
Program Services	2,470,680	-	-	2,470,680
Fund Development	97,228	-	-	97,228
General & Administrative	75,763	-	-	75,763
Total Expenses	2,643,671	-	-	2,643,671
CHANGE IN NET ASSETS	(807)	58,667	2,603	60,463
NET ASSETS AT BEGINNING OF YEAR	559,588	15,000	163,880	738,468
NET ASSETS AT END OF YEAR	\$ 558,781	\$ 73,667	\$ 166,483	\$ 798,931



Stay Informed and Connected

Visit our
NEW website
www.mosaicservices.org

Sign up for our e-mail newsletter by clicking the link on our website.

Attend a Mosaic event like the Bath House Cultural Center Reception or the Mosaic in Motion 5K and Family Fun Run.

Become a fan of Mosaic Family Services on Facebook

Consider supporting Mosaic by volunteering or by making a monetary or in-kind donation.



Mosaic supporters and staff talk at the Bath House Cultural Center Reception.

Receive updates about
Mosaic Family Services
throughout the year

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