



MOSAIC
FAMILY SERVICES

2017 Annual Report

Support. Educate. Empower.

MOSAIC FAMILY SERVICES
IS A SAFE HAVEN FOR
SURVIVORS OF HUMAN RIGHTS
ABUSES, INCLUDING
REFUGEES AND SURVIVORS OF
HUMAN TRAFFICKING AND
DOMESTIC VIOLENCE.

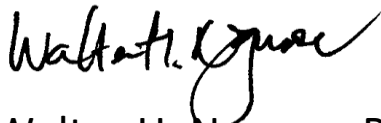
Dear Friends,

This year, Mosaic Family Services celebrates 25 years as a safe haven for survivors of human rights abuses. Throughout the years, our dedication to providing comprehensive social services and educational programs specialized for refugee and immigrant communities remains unchanged.

In the last year, we directly served nearly 10,000 individuals and families fleeing from violence, and provided outreach to 15,000 additional members of our community. We reached survivors from 53 countries, invested in lasting partnerships, and empowered people to become self-sufficient.

Now more than ever, this critical work would not be possible without the support of our community. With your support, we will continue this legacy of care.

Warmest Regards,

A handwritten signature in black ink, appearing to read "Walter H. Nguyen", written in a cursive style.

Walter H. Nguyen, Ph.D.

Executive Director

WHO WE ARE



OUR TEAM

Mosaic was founded in 1993 by Dr. Walter Nguyen, a former refugee who escaped an oppressive regime in Vietnam in 1982 and has dedicated the past two decades to helping survivors of human rights abuses build new lives. Our staff speaks more than 25 languages, and represents dozens of cultures and every major faith.

OUR CLIENTS

The women, children, and men we serve come from all over the world. Though they come from different circumstances, every client has had their freedom and human rights threatened by war, modern-day slavery or violence in their own homes. They are testimonies to the courage and resilience of the human spirit.

OUR SUPPORTERS

Our volunteers and donors believe in the idea that freedom is a human right. They give their time and resources to ensure that survivors of human rights abuses in our community have opportunities they need to build new lives of freedom and hope. Our supporters truly make everything we do possible.

WHO WE SERVE

REFUGEES

A refugee is someone who has been forced to flee his or her country due to war, persecution, or violence. Most refugees have undergone extreme physical and psychological hardship, but culture shock, limited English, and other barriers often prevent them from accessing the health care they need. Mosaic's goal is to improve their physical and mental health, reduce barriers to health service utilization, to increase knowledge of navigating the health care system, and to increase their ability to become self-sufficient.

DOMESTIC VIOLENCE SURVIVORS

Mosaic serves all survivors of family violence, intimate partner violence, child and elderly abuse, sexual assault, dating violence, and other qualifying crimes. 1 in 3 Texans will experience family violence in their lifetime. While family violence occurs at the same rate across cultures, there are factors and barriers that result in a greater severity of abuse in immigrant communities and increased difficulty in accessing help.

HUMAN TRAFFICKING SURVIVORS

Human trafficking is modern day slavery. Mosaic serves all survivors of labor and sex trafficking regardless of immigration status, including minors, adults, foreign nationals, and domestic survivors. There are an estimated 300,000 victims of human trafficking IN TEXAS today. Last year, 107 trafficked persons found freedom at Mosaic.

WHAT WE DO

The mission of Mosaic Family Services is to support, educate, and empower the individuals and families of the multicultural communities in North Texas. For 25 years, we have impacted thousands of lives and empowered survivors of human rights abuses to become self-sufficient by creating access to opportunities.

OUR CLIENTS' NEEDS ARE MET IN ONE SAFE PLACE:



SHELTER



CASE
MANAGEMENT



LEGAL SERVICES



COUNSELING



COMMUNITY EDUCATION

SHELTER



335 Women and children fled domestic violence or human trafficking and sought safety at Mosaic House



With a beautiful residential space, large outdoor porch and play area, children's play room, multipurpose room and library, counseling and play therapy rooms, tranquility garden, and resource room, our clients have everything they need to feel safe and empowered.

Not only do residents receive the basic necessities including food, clothing, hygiene items, and medical care, they gain independence through on-site ESL classes, job and life skills training, counseling, and parenting courses. Children at the shelter receive help with school enrollment, immunizations, life skills, health care, tutoring, and much more.

Mosaic House provided **37,376** meals and **14,888** emergency nights of shelter

132 Children received advocacy services

CASE MANAGEMENT



543 victims of crime and their families received advocacy and case management, including **107** survivors of human trafficking

We helped **890** refugees access healthcare and navigate the healthcare system to improve their long term health.

Mosaic creates access to opportunities for our clients, empowering them toward independence.

Our wrap around services are held together with comprehensive case management. Every new client is assigned a case manager to identify their needs and help access resources, functioning as interpreters and advocates.

Client advocacy gives survivors the tools they need to become self-sufficient.

Our diverse staff speak more than **25** languages, enabling us to provide comprehensive and culturally competent services.

LEGAL SERVICES



538 Individuals and their families received legal assistance

460 Refugees received assistance with citizenship or permanent residency applications

The Multicultural Legal Services Department provides free family and immigration law services to survivors of human rights abuses.

Mosaic attorneys provide legal consultations and represent survivors in divorce, custody, child support, and protective order hearings.

Many survivors also need immigration assistance, especially if their legal immigration status depends upon an ongoing relationship with their abusive partner.

A study by researchers from Colgate University found that, while legal representation is the service to which fewest survivors have access, it is also the only service that is predictive of a decline in intimate partner violence.

COUNSELING



334 Survivors found hope and healing through counseling

Bilingual counselors utilize the Multicultural Counseling Model as well as play and art therapy to assist refugees, immigrants, and survivors of family violence and human trafficking in overcoming trauma and improving their emotional well-being.

In play therapy, children are encouraged to express their feelings and to communicate in a nurturing, safe, and empowering environment.



COMMUNITY OUTREACH



3,836 Individuals were reached through anti-trafficking outreach

In addition to providing direct services to survivors, our team conducts outreach to build healthier, stronger families and communities and help stop human rights abuses in North Texas and beyond.

Our participation as an active member of local, regional, and national coalitions, task forces, and networks helps us build strong partnerships and inform policies intended to fight violence against women and human trafficking.

12,670 Outreach materials were distributed across North Texas

2,579 Professionals were trained on the issue of human trafficking and assisted with trafficking prevention resources

COMMUNITY EDUCATION



5,765 Students and their families received life skills training and education on substance abuse prevention

The **Multicultural Youth Substance Abuse Prevention program (MYSAP)** seeks to prevent substance abuse by building positive attitudes, values, behaviors, and skills for at-risk refugee and immigrant youth.

Through our substance abuse prevention curriculum/work, we target the physical, mental, emotional, and behavioral development of children.

Our services include:

- Life skills education classes
- Presentations for youth and adult community members
- Community educational programs
- Community outreach

Leadership

BOARD OF DIRECTORS

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Kirk DeCardenas, Treasurer
Karen Fleig, Secretary
Shaleen Clay
Dania Duncan
Sylvia Gutierrez, DVM
Peter Hazim, DDS
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Lindi Light
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Susan Elizabeth Muller
Anthony Nguyen
Lana Novak Byrne
Robin Oliveros
Audrey Stein
Martha Stowe

Champion of Human Rights Gala

The Mosaic gala is an annual celebration of the work we've accomplished and the people who make that work possible. On October 6, 2017, 370 guests gathered to celebrate the resiliency of survivors of human trafficking and domestic violence.

Thank you to Co-Chairs Ashley Anderson Smith and Nusia Sookarow and Honorary Chair Susan Posnick!



The 8th Annual Gala raised \$150,000 for our vital programs!

8th Annual Gala Pre Parties

Mosaic's Gala Kick-off Party was on Wednesday, August 2 at the Akola Flagship store. Guests enjoyed cocktails and light bites and shopped the Akola jewelry collections, including a first-view of the latest fall designs.



On Thursday, September 28, Anne Stodghill and Neiman Marcus Downtown hosted a patron party for Mosaic supporters.



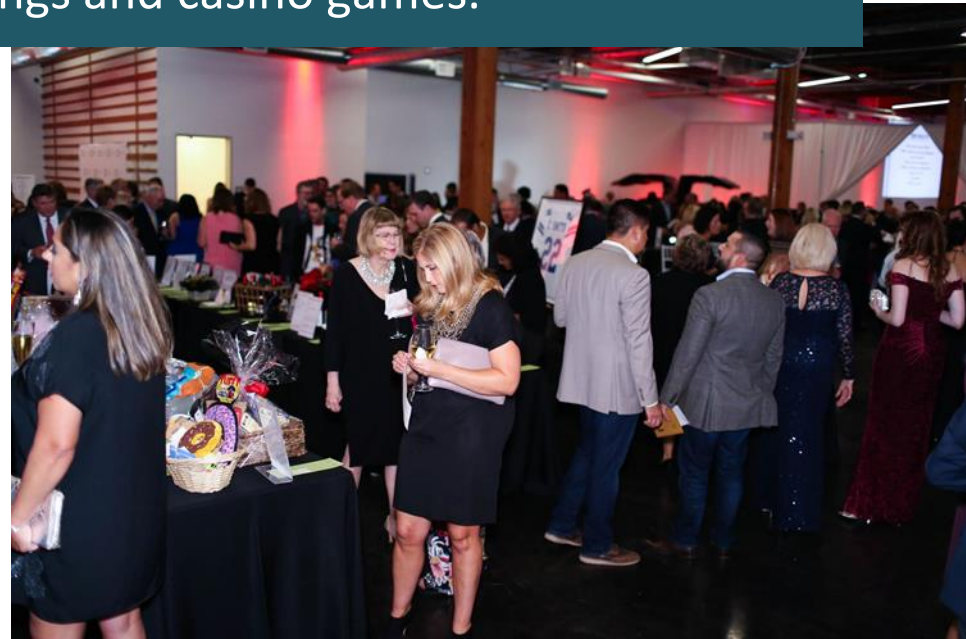
8th Annual Gala



Brittany Merrill Underwood,
Founder and CEO of Akola and
recipient of the 2017
Champion of Human Rights Award



Joined by emcee Steve Kemble, party goers received cocktails, dinner by cn catering, and live entertainment by DJ LC. Party guests bid on fabulous live and silent auction items and participated in raffle drawings and casino games.



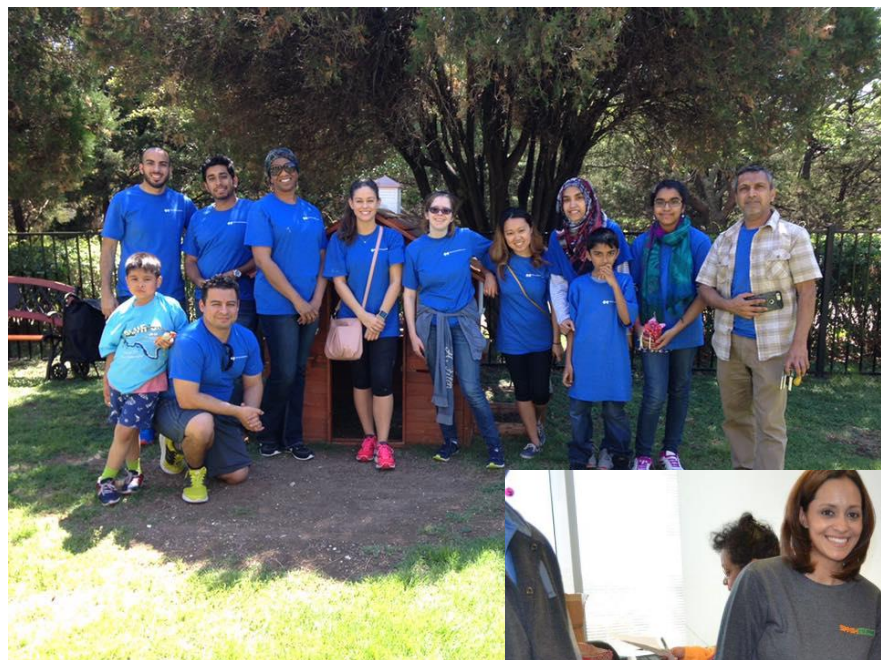
8th Annual Gala



Special thanks to Southern Glaziers Wine and Spirits, Bob Manzano, Neiman Marcus, sixty five hundred, BoothBooth, and Steve Kemble.



Community Giving – Volunteers

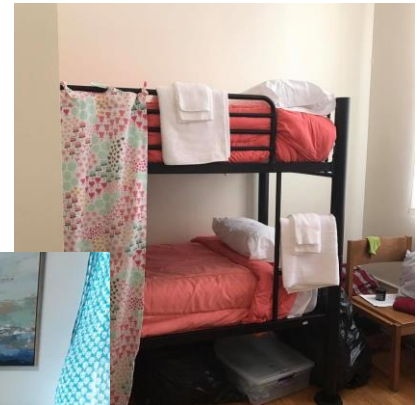


817 Volunteers contributed over 7,778 service hours, resulting in more than \$140,502 in-kind dollars.

Community Giving – Church of the Incarnation

The Church of the Incarnation chose Mosaic House for their parish-wide service event on April 1, 2017. Projects included:

- Creating a playroom for the kids from a storage room
- Building a pergola, Geodome, picnic tables, playhouses, and bike racks
- Trimming bushes and planting flowers
- Painting all common rooms
- Decorating all bedrooms, common rooms, and staff bathroom
- Improving storage in the office, attic, and other areas
- Replenishing the Mosaic House pantry with food donations
- AND Residents were taken on field trip to the Perot Museum during the renovations!



Community Giving - Events

This year, the GCS Mom's League, FLITE to Freedom, and the South Asian Bar Association (SABA) each raised funds for Mosaic's vital programs.

Thank you for making our work possible!



Community Giving – Playground at Mosaic House



This year, the Lawyers Against Domestic Violence (LADV) committee of the Dallas Association of Young Lawyers adopted Mosaic House.



The LADV committee recruited volunteers to resurface the children's basketball court and spend more than a weekend building the playground set from the ground up. Upon the completion of the playground renovations, the committee dedicated the playground to an FBI agent and DOL agent who have contributed greatly to help domestic violence victims.

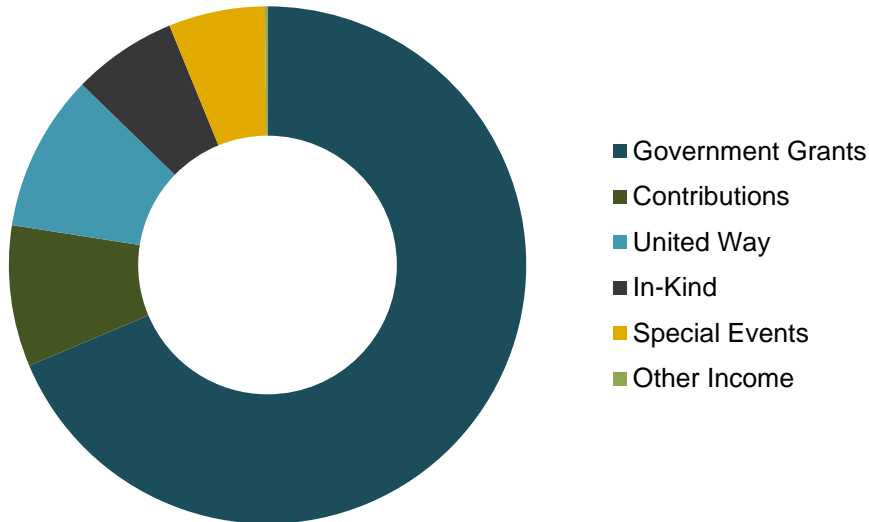
Thank you for this amazing gift to the children we serve!



Our Financials

REVENUE

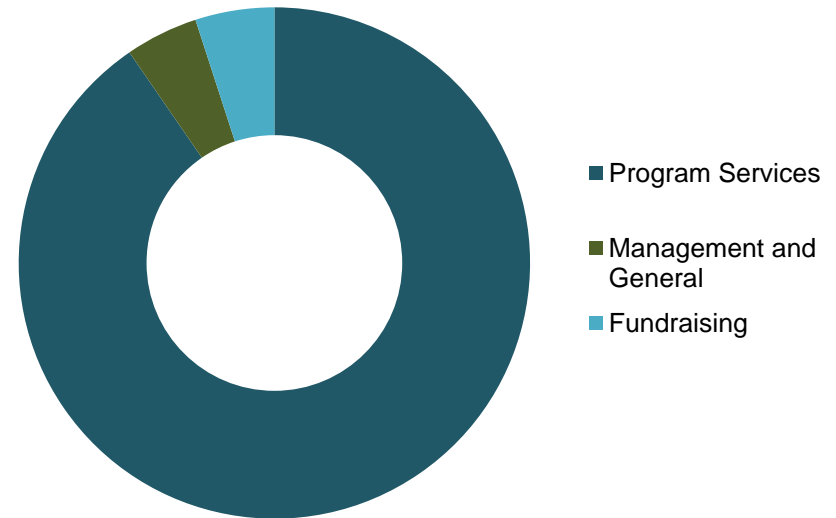
Government Grants	\$2,254,778
Contributions	\$326,147
United Way	\$362,597
In-Kind	\$241,200
Special Events	\$222,849
Other Income	\$5,585
Total	\$3,693,156



EXPENSES

Program Services	\$3,360,183
Management /General	\$117,800
Fundraising	\$208,005
Total	\$3,685,988

Due to the timing of grant funding, some expenses from FY17 are reimbursed in FY18



91 CENTS OF EVERY DOLLAR SPENT IN 2017 WENT DIRECTLY TO PROGRAM SERVICES.

THANK YOU

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MOSAIC
FAMILY SERVICES

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