



MOSAIC
FAMILY SERVICES



2018 ANNUAL REPORT

Support. Educate. Empower.

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



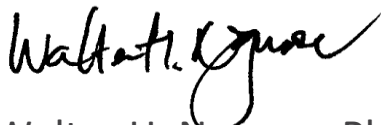
Dear Friends,

In 2018, we celebrated our Golden Anniversary, 25 years devoted to providing comprehensive social services and educational programs targeting the multicultural, refugee and immigrant communities that make North Texas unique. We understand our programs are most effective when we understand the culture and the language of the client. We are proud of our staff representing over 20 countries from around the world, and utilizing their backgrounds and language skills to better serve our diverse clientele.

In the last year, we directly served 8,259 individuals and families fleeing from violence, and provided outreach to more than 15,000 additional members of our community. We helped survivors from over 53 countries, invested in lasting partnerships, and empowered thousands of people toward self-sufficiency.

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

Warmest Regards,



Walter H. Nguyen, Ph.D.
Executive Director



WHO WE ARE

OUR TEAM

Mosaic Family Services was founded in 1993 by Dr. Walter Nguyen, a former refugee who escaped an oppressive regime in Vietnam in 1982 who has dedicated nearly three decades to helping survivors of human rights abuses build new lives. Our staff members speak more than 25 languages, representing 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 testaments 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 a well-founded fear of being persecuted due to their race, religion, nationality, social group or sexual orientation” (United Nations High Commissioner for Refugees). Most refugees have undergone extreme physical and psychological hardship, culture shock, limited English skills and other barriers. Mosaic’s goals are to improve their physical and mental health, reduce barriers to health service utilization, increase knowledge of navigating the health care system, and increase their abilities 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. One in three 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

Last year, 126 trafficked persons found freedom at Mosaic. Human trafficking is modern day slavery and involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act. Here in Texas, there are an estimated 300,000 victims of human trafficking *today*. Mosaic serves all survivors of labor and sex trafficking, regardless of immigration status, including minors, adults, foreign nationals, and domestic survivors.



WHAT WE DO

The mission of Mosaic Family Services is to support, educate, and empower the individuals and families within the multicultural communities in North Texas. For over 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



With a beautiful residential space including a large outdoor porch and play area, 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.

317

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

Mosaic House provided

39,233

meals and

15,687

emergency nights of shelter.

148

Children received advocacy services.



CASE MANAGEMENT



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

Our wraparound services are held together with comprehensive case management. Each new client is assigned a case manager to identify their needs and help access resources, serving as an interpreter and advocate.

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

511

Refugees are supported in navigating the healthcare system to improve their long term health.

459

Crime victims and their families received advocacy and case management, including 126 survivors of human trafficking.

25

Our diverse staff speak more than 25 languages, enabling Mosaic to provide comprehensive and culturally appropriate services.



LEGAL SERVICES



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.

401

Refugees received assistance with citizenship or permanent residency applications.

432

Individuals and their families received legal assistance.

ALL

people in the United States, regardless of immigration or citizenship status, are guaranteed basic protections under both civil and criminal law.



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.

Almost

390

survivors found hope and healing through counseling.

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



COMMUNITY OUTREACH



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

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

6,920

Outreach materials were distributed across North Texas.

1,464

Professionals were trained on the issue of human trafficking and assisted with trafficking prevention resources.

11,354

Individuals were reached through anti-trafficking outreach efforts.



SAFE RELEASE SUPPORT



The **Safe Release Support Program (SRS)** helps reunite immigrant children with their sponsors in the United States, usually family members. These children often face violence and trauma in their home country and on their journey to America. Our program ensures that the minors are protected, cared for, and given access to the services they need.

Besides capturing fingerprints from 1,168 clients for background checks, Mosaic provided access to medical and legal help, parenting classes, helped to enroll children in school, and other services to encourage adjusting to their new lives and homes.

“

John F. Kennedy said

“The only thing necessary for the triumph of evil is that good men do nothing.”

Evil and its violence forces people to flee the only lives they have known. Mosaic serves these survivors as they leave everything behind in search of a better life. By serving with Mosaic, I am a force for good.

Kirk DeCardenas
Board Member

”





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

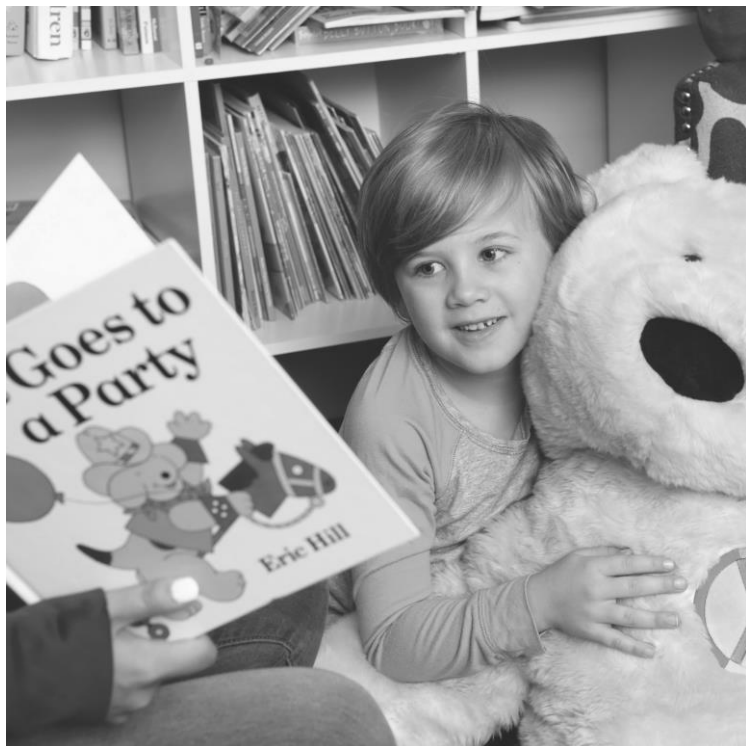


4,315

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



TRANSITIONAL HOUSING



The mission of **Mosaic's Transitional Housing Program** is to provide supportive case management assistance to clients housed in the Transitional Housing Program by empowering and inspiring families in becoming independent and self-sufficient. The program serves between 15 to 20 survivor-households at a time with intensive case management, counseling services, child and housing advocacy, life-skills classes, and financial empowerment.

118

Our staff provided services to 118 clients who are victims of crime and in need of supportive housing services.



HOME STUDY PROGRAM



The **Home Study Program's** goal is to link families with local community resources in order to successfully and safely reunify children with their families and/or with care providers.

Ultimately, we work to empower families through our services.

76

clients were served by the Home Study Program this year, providing support for clients and families as they prepare for upcoming transitions.

The Program's goals are to assess the prospective sponsor's ability to meet the needs of the unaccompanied minor they are hoping to sponsor, and to ensure a safe and secure home environment can be provided. A home study helps educate and prepare the sponsor for reunification. Families are provided with direct referrals and information on community resources for legal, education, medical, mental health, and other services.



CITIZENSHIP PROGRAM



Mosaic provides **Citizenship and Naturalization Services** for refugees designed to increase their self-sufficiency and help them successfully integrate into the community. Our Board of Immigration Appeals (BIA) accredited representative provides assistance in applying for adjustment of status and naturalization, assistance in obtaining fee and/or disability waivers, interpretation and translation services for United States Citizenship & Immigrations Services (USCIS) interviews, and referrals to other needed services for citizenship, including English as a Second Language and civics instruction.

401

We provided support and services to 401 clients in 2018.

“Mosaic's unwavering dedication to its mission of empowering victims of abuse is inspiring. We, at FLITE to Freedom, love how Mosaic encourages the development of a unique sense of purpose and self-worth in all whom they serve. They are truly wind beneath wings! We were honored to partner with Mosaic in 2017 & 2018 to support those in need!”

Angela Mia De La Vega
&
Tara Whitehead Stotland
FLITE to Freedom



LEADERSHIP



Executive Board

Carolyn Mulvey
Chair

Shaleen Clay, MBA
Vice-Chair

Kirk DeCardenas
Treasurer

Suzanne Maxwell, PHD
Secretary

Mosaic's diverse staff and holistic approach to serving clients is truly extraordinary and meets a huge need in the community. Without Mosaic, many clients would have nowhere else to turn.

Carolyn Mulvey

Board

Ashley Anderson Smith

Bobby S. Mukundan

Cash Riley, Jr.

Cindy J. Young

Dania Duncan-Moreno

Doni Tashbekov

Elizabeth Weathersby

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Lauren Embrey

Martha Stowe

Rep. Refael Anchia

Sarah Losinger

Sister Yolanda Martinez



OUR TEAM



Walter H. Nguyen, Ph. D.

Executive Director

Bill Bernstein

Deputy Director

Mirjana Omeragic

*Director of Refugee and Multicultural
Family Violence Services*

Sulan Chang

*Asst. Director of Family Violence and
Human Trafficking Services*

Han Le

Finance Manager

Kim-Cuong Than

*Multicultural Youth Substance Abuse
Prevention Program Director*

Anna Rupani

Legal Program Director

Nancy Rocha

Shelter Director

Claudia Ospina

Counseling Program Director

Noel Mendoza

Human Trafficking Outreach Coordinator

Momtaz Begum

Senior Development Manager

Haidar Al Zuheiri

Citizenship Coordinator and IT Manager

Angie Carreon

*Safe Support Release Program Director and
Office Manager*



— CLIENT STORIES —



“Victoria” sought refuge at our emergency shelter, Mosaic House, after gathering the confidence to leave her abusive husband for the second time. During her first week at there, she was unsure what the future would hold for her and her two children. Within a month at Mosaic, Victoria’s innate optimism began to find light. At Mosaic House, Victoria and her two daughters had access to counseling services to assist with emotional crises. Her family also received legal assistance every step of the way through her divorce and immigration matters. During her stay at Mosaic House, Victoria and her daughters were able to find a community of support. Through a referral by her case manager, Victoria was able to attend a divorce support group led by a local church in which Victoria says she “found a family.”

Months later, Victoria found stable furnished housing, overcame several obstacles, and developed a steady income to support her family. Victoria is now self-sufficient and continues to express her gratefulness for the services and support Mosaic has provided to her family.

“Victoria” - Mosaic client and domestic violence survivor



CLIENT STORIES



“It took me 11 years to report the abuse, suffering, pain and horrors that my sisters and I went through. I was so afraid, feel shame, people are going to think I’m the biggest stupid person in the world; I feel unworthy; with no self-esteem or value.

I decide to speak not just for me, but also for all the thousands of victims that did not survive, and for the thousands of them that are still in bondage and suffering, and for the ones that survive but still need healing and recovery. I also want to speak to help people understand that Human Trafficking is real, and is happening here in Texas and all around the world, and we must do anything in our power to stop it and help the victims.

When we had our first appointment with our case manager, we were shaking, very skeptical... she helped us to report to the Special Police unit that handles Human Trafficking cases. Then a very painful process started, remembering, nightmares, stress, sorrow, and depression, all that was necessary for us to start healing. We went to court, and in ,2017 the woman that hurt us, and used us for her benefit, is now in jail!”

“Yolanda” - Mosaic client and human trafficking survivor



VOLUNTEERS



1,099 Volunteers
contributed over
6,964 service hours,
resulting in more than
\$120,293 in-kind
dollars.



— 25TH ANNIVERSARY GALA —



The Mosaic Gala is an annual celebration of the work we've accomplished and the people who make that work possible. On October 13, 2018, over 300 guests gathered to celebrate the resiliency of survivors of human trafficking and domestic violence.

We extend a special thank you
to Co-Chairs **Ashley Anderson Smith** and **Elizabeth Weathersby**,
Honorary Chair **Patti Frenette** and the amazing members of the
Gala Committee!

\$180,000

The 25th Anniversary Gala raised almost \$180,000 for our vital programs!



25th ANNIVERSARY GALA



Joined by emcee Ron Corning, party guests received dinner by cn catering, cocktails, and live entertainment by DJ LC. Guests bid on fabulous live and silent auction items.



25th ANNIVERSARY GALA



— 25th ANNIVERSARY GALA



Special thanks to our in-kind donors Tito's, Texas Whiskey, the Hall on Dragon, Lexi Dennis, Hamilton Sneed & HAS Events and Creative Couch for their generous support.



25th ANNIVERSARY GALA



Nonie Schwartz, Sherilyn Bird, Renee Karp, Linda Evans

*The National Council of Jewish Women
Greater Dallas Chapter*
was honored as the recipient of our
2018 Champion of Human Rights Award.
Their support directly impacts
Mosaic clients on a daily basis.





FLITE to Freedom
has been a consistent and supportive
partner to Mosaic. September's gallery
showing of local artists was a huge
success and a great evening.



— NORTH TEXAS GIVING DAY —

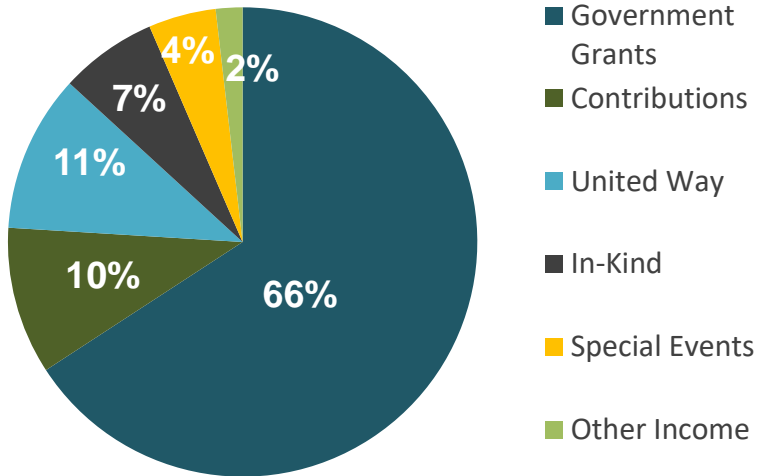


Over \$27,000
was raised through the
generosity of our
amazing supporters!



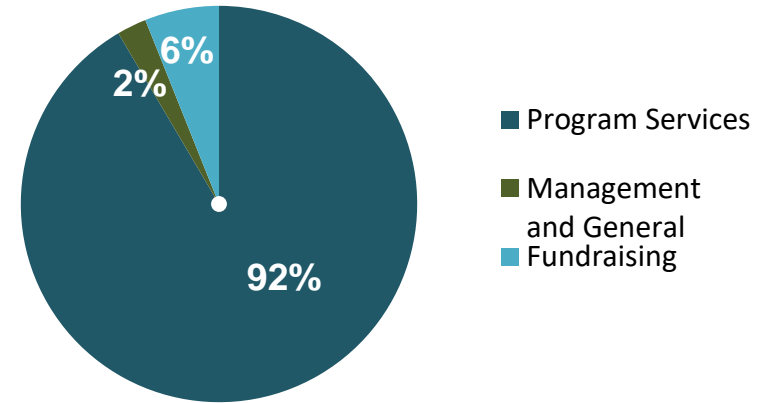


REVENUE



Government Grants	\$2,580,234
Contributions	\$352,108
United Way	\$375,578
In-Kind	\$232,092
Special Events	\$161,155
Other Income	\$63,706
Total	\$3,764,873

EXPENSES



Program Services	\$3,562,330
Management /General	\$93,931
Fundraising	\$236,027
Total	\$3,892,288

**Due to the timing of grant funding, some expenses from FY18 are reimbursed in FY19*

92

Cents of every dollar spent in 2018 went directly to program services.



COMMUNITY PARTNERS



— WITH GRATITUDE —



Photography by
GITTINGS
SINCE 1928

Mosaic Family Services extends our warmest thanks
to our extraordinary supporters for helping thousands of survivors rebuild
their lives free from violence, exploitation, and oppression.
You make our work possible.



THANK YOU



Mosaic Family Services

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