



2019

ANNUAL REPORT

MOSAIC FAMILY SERVICES

Mosaic Family Services is a safe haven for survivors of human rights abuses, including human trafficking, domestic violence and refugees.





A Letter From Our Executive Director

Dear Friends,

For 26 years, Mosaic Family Services has been a safe haven for survivors of human rights abuses, including refugees and those fleeing human trafficking and domestic violence.

As a former refugee, I understand the struggles and barriers the refugee and immigrant community face—that's why I founded Mosaic Family Services. Today, Mosaic Family Services employs people from all over the world. Our staff of 74 speak over 26 languages.

Mosaic currently reaches over 25,000 people through direct services, community outreach, and education, and the need for Mosaic's assistance continues to grow each year. Our vital services include Counseling, Legal Services, Case Management, Transitional Housing, Emergency Shelter, Safety Release Support and Community Education. Our programs are effective and successful as our multicultural staff understand the culture and the language of our clients.

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

Warmest Regards,

A handwritten signature in black ink, which appears to read 'Walter H. Nguyen'.

Walter H. Nguyen, Ph. D.
Executive Director





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. He has dedicated nearly three decades to helping survivors of human rights abuses build new lives. Our staff members speak more than 26 languages, representing dozens of cultures and every major faith.

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.

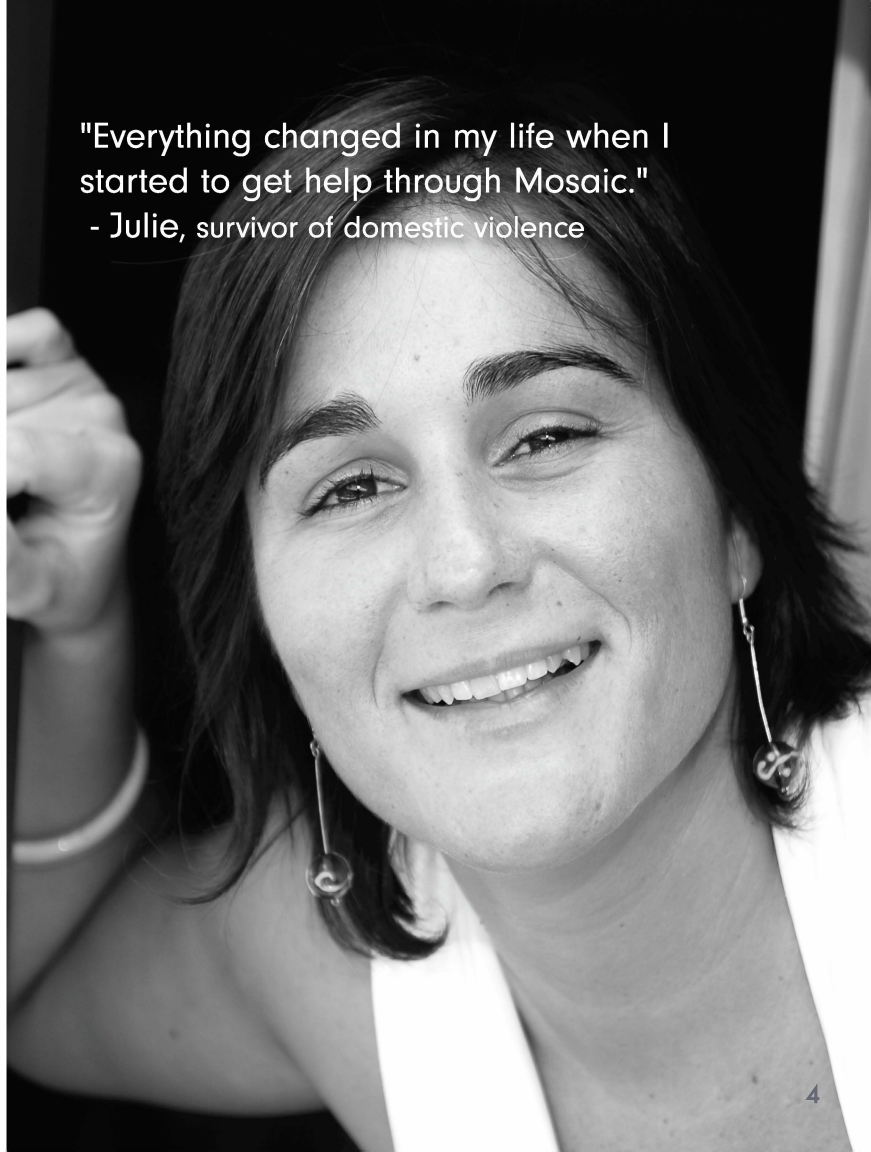


OUR CLIENTS

Women, children, and men come to Mosaic Family Services from all around the world. Though they come from different circumstances, every client has had their freedom and human rights threatened – by war, by modern-day slavery, or by the violence occurring in their own home. Each Mosaic client is a testament to the courage and the resilience of the human spirit.

"Everything changed in my life when I started to get help through Mosaic."

- Julie, survivor of domestic violence



2019 Spotlights

209

Women and children fled abusive relationships, sought safety at Mosaic House

157

Trafficked persons found freedom at Mosaic

512

Refugees received access to health care services, advocacy, and education

496

Individuals and their families received legal assistance

350

Survivors found hope and healing through counseling

401

Victims of family violence received advocacy and case management

432

Refugees were assisted with citizenship applications

WHO WE SERVE

Most **refugees** have experienced extreme physical and psychological hardship. When refugees arrive in the United States, they often face major language and cultural barriers, too. Mosaic strives to improve refugees' physical and mental health: we connect North Texas refugees with needed health care services, educate them on how to navigate the U.S. health care system, and provide advocacy and translation as clients start to receive health care services. By giving refugees the tools they need to care for their own health, Mosaic empowers our clients towards self-sufficiency and wellness.

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 affects all communities, refugees and immigrants are especially vulnerable to this abuse and face greater obstacles when it comes to escaping an abuser.

Last year, 157 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 human trafficking**, regardless of immigration status, including minors, adults, foreign nationals, and domestic survivors.


OUR MISSION

For over 26 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.

HOW WE HELP:

- Shelter
- Case Management
- Legal Representation
- Counseling
- Community Outreach
- Safe Release Support
- Transitional Housing
- Economic Empowerment
- Community Education
- Home Study Program
- Citizenship Program



"We support, educate, and
empower the individuals
and families within the multicultural
communities in North Texas."

Shelter • 2019

209

Women and Children fled domestic violence or human trafficking and found safety at Mosaic House

MOSAIC HOUSE PROVIDED

29,022

Meals

9,674

Emergency nights of shelter

89

Children received advocacy services

72

Children received on-site child care

SHELTER

How We Help

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 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 also 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. With the support of The Crystal Charity Ball, Mosaic House was able to open an on-site childcare facility in April 2019. Now mothers at Mosaic House can maintain or seek employment – and move toward freedom and independence – with more ease.



Case Management • 2019

512

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

470

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

26

Our diverse staff speak more than 26 languages, enabling Mosaic to provide comprehensive and culturally appropriate services

CASE MANAGEMENT

How We Help

Mosaic creates access to opportunities for our clients, empowering them towards 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 a passionate interpreter and advocate.

Advocates work with clients in their native languages, helping them access vital support services and resources within the community.



Legal Services • 2019

432

Refugees received assistance with citizenship or permanent residency applications

496

Individuals and their families received legal assistance

LEGAL SERVICES PROVIDED:

- Immigration Law
- Family Law
- Anti-Trafficking Program

LEGAL REPRESENTATION

How We Help

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



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.

Over **350 survivors** found hope and healing through counseling provided by Mosaic.

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

Mosaic counselors offer **play and art therapy for children**. In play and art therapy, children are encouraged to express their feelings and to communicate in a nurturing, safe, and empowering environment.



**Thanks to The Crystal
Charity Ball we opened
our licensed, on-site
early childcare center in
2019!**



TRANSITIONAL HOUSING

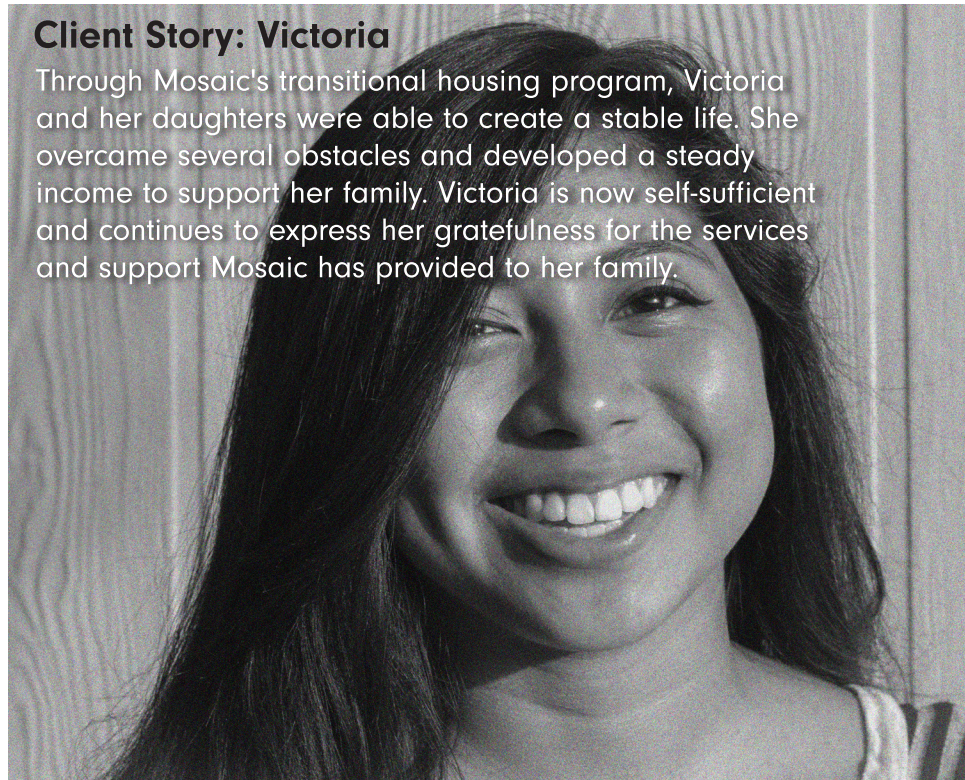
How We Help

Our staff provided services to **88 clients** who are victims of crime and in need of supportive housing services.

Mosaic's Transitional Housing Program provides transitional housing and intensive case management to multicultural victims of family violence or human trafficking in North Texas. The program serves between 15 to 20 survivor-households at a time. Mosaic's wraparound services support transitional housing clients on their journey to safety and self-sufficiency.

Client Story: Victoria

Through Mosaic's transitional housing program, Victoria and her daughters were able to create a stable life. She 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.



Outreach Effort • 2019

52

Foreign and domestic victims were identified through anti-trafficking outreach efforts

1,250

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

7,123

Individuals were reached through anti-trafficking outreach efforts

COMMUNITY OUTREACH

How We Help

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.



COMMUNITY EDUCATION

How We Help

5,424 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. Our target population is at-risk refugee and immigrant youth in grades 1-5 or 9-12 and their families that are experiencing problems relating to behaviors that have caused concern in the home, school, and/or community.

OUR SERVICES INCLUDE:

- Evidence-based, curriculum-based developmentally appropriate life skills classes
- Alternative activities for adults and youth
- Presentations for adults or youth on substance abuse issues in the community
- Community networking and collaboration to promote substance abuse prevention
- Referrals for substance abuse prevention, treatment, or other social services

“

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 Chair

”

SAFE RELEASE SUPPORT

How We Help

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 **1,642 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.



HOME STUDY PROGRAM

How We Help

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

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.

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.





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 & 2019 to support those in need!

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



CITIZENSHIP PROGRAM

How We Help

We provided support and services to **432 clients** in 2019.

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.

LEADERSHIP

Executive Board

Kirk DeCardenas
Chair

Cindy J. Young
Treasurer

Stefanie Bradshaw
Secretary

Board

Ashley Anderson Smith
Ana Pinto-Alexander
Bobby S. Mukundan
Cash Riley, Jr.
Carolyn Mulvey
Elizabeth Weathersby

Advisory Board

Angela Lee
Anthony Nguyen, D.O.
Hind Jarrah, Ph. D.
Jay Forester
Lauren Embrey
Martha Stowe
Rep. Refael Anchia
Sarah Losinger
Sue de Mille-Minyard
Sister Yolanda Martinez

MOSAIC TEAM

Walter H. Nguyen, Ph. D.
Executive Director

Bill Bernstein
Deputy Director

Han Le
Chief Finance Officer

Momtaz Begum
Director of Development

Mirjana Omeragic
Senior Director of Refugee and Victim Services

Sulan Chang
Program Director of Victim Services

Kim-Cuong Than
MYSAP Program Director

Kristine Cruz
Legal Program Director

Nancy Rocha
Shelter Director

Claudia R. D'Avila
Counseling Program Director

Noel Mendoza
Human Trafficking Outreach Program Director

Haidar Al Zuheiri
Director of Citizenship Services & IT.

Carolina Ramos
Safe Support Release Program • Office Manager

Aceil Rashid
Transitional Housing Program Director

Our Board Members



871 volunteers contributed over **9474.51** service hours, resulting in more than **\$194,894** in-kind dollars.



2019 COMMUNITY SUPPORT EVENTS



Thank you, **Attorneys Serving the Community!**

\$365,605 was raised through ASC events for our vital programs.

Attorneys Serving the Community is a dynamic volunteer organization comprised of approximately 400 women lawyers, judges, and legal industry services professionals with J.D.s and law students from the Dallas/Fort Worth area.

ANNUAL ACS LUNCHEON

Community Support



Annual Attorneys Serving the Community Luncheon featuring our keynote speaker **Laura Ling** and emcee **Jenny Anchondo**

\$206,621 was raised through the generosity of our amazing supporters!



ACS 2018 HEART & SOLE 5K

Community Support



LAST CHANCE TO Save \$10
on Race Day Registration Price (ages 15+)
 thru 1/27

Register

Benefitting Mosaic Family Services

Mosaic is a safe haven for survivors of human rights abuses, including human trafficking and domestic violence.

Mosaic Family Services is dedicated to serving survivors of human rights abuses from around the world and within our community. They create access to opportunities for their clients, empowering them toward independence.



Heart & Sole
5K and Fun Run
February 9, 2019
White Rock Lake - Dallas, TX

Register



Presented By
ACS
empowering the community



Total raised **\$48,151.**

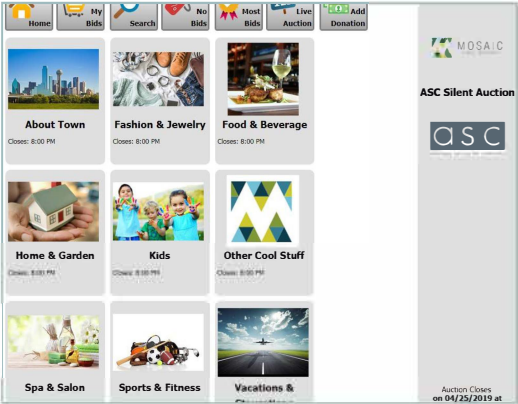


ASC SILENT AUCTION

Community Support



Total raised **\$52,685.**



Thanks you to **FLITE to Freedom** for hosting their annual Art to Freedom Fundraiser benefiting Mosaic Family Services.

This event raised \$25,000



Photography by Ken Kemp

NORTH TEXAS GIVING DAY

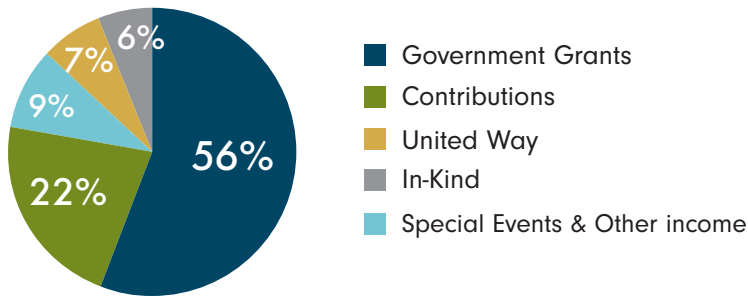
Community Giving



Thank you for helping us make this year our most successful NTGD. Thank you for believing in our work.

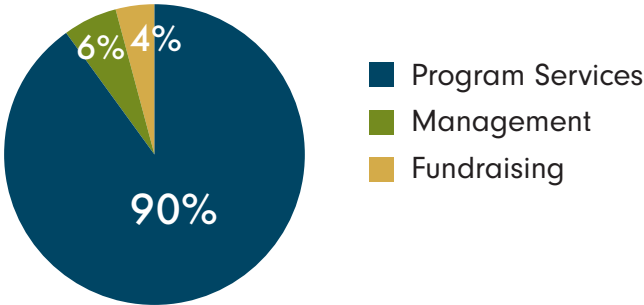
Total raised **\$25,279.**

REVENUE



Government Grants	\$2,978,534
Contributions	\$1,189,563
United Way	\$385,088
In-Kind	\$312,513
Special Events & Other income	\$490,442
Revenues Total	\$5,356,140

EXPENSES



Program Services	\$4,418,319
Management /General	\$190,221
Fundraising	\$295,985
Expenses Total	\$4,904,525

90 cents of every dollar spent in 2019 went directly to program services!

COMMUNITY PARTNERS





12225 Greenville Ave. Suite 800
Dallas, Texas 75243

p. 214.821.5393 | f. 214.821.0810
home@mosaicservices.org

CONNECT ONLINE

www.mosaicervices.org

 @MosaicFamilyServices

 @mosaicfreedom

 Mosaicfreedom