



ANNUAL REPORT

2012 Fiscal Year
October 2011-September 2012

Mosaic
Family Services

**ALTHOUGH THE
WORLD IS FULL
OF SUFFERING, IT
IS ALSO FULL OF
OVERCOMING IT.**

HELEN KELLER

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HIGHLIGHTS

- This past year, Mosaic helped more than **400 families** escape abusive homes and rebuild their lives because of our services.
- Mosaic staff speaks over **25 languages**, functioning as a cultural bridge for clients.
- Mosaic is the **only agency** in North Texas with the multilingual staff and spectrum of services needed to reach foreign born victims.
- Mosaic provides direct services to over **4,000 families** and outreach to over **10,000 individuals** each year.
- Mosaic is the only organization in North Texas providing **free legal assistance** in both immigration and family law.
- Most domestic violence shelters only allow residents to stay for 30 days. Mosaic House allows residents to stay up to **90 days**.
- Mosaic was a co-founder of the North Texas Anti-Trafficking Task Force and is the **official partner agency** of law enforcement in the local fight against human trafficking.



MOSAIC FAMILY SERVICES

WE SUPPORT, EDUCATE, AND EMPOWER THE INDIVIDUALS AND FAMILIES OF THE MULTICULTURAL COMMUNITIES WE SERVE.



MISSION STATEMENT

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DESIGN: Susan Typher, Mosaic Development Director

OPENING REMARKS



“INDIVIDUALS WHO
BENEFITTED FROM
OUR SERVICES ARE
TESTIMONIES TO
THE DETERMINATION
AND COURAGE OF
THE HUMAN SPIRIT.”

DR. WALTER NGUYEN, Executive Director

Mosaic Family Services marked its 19th anniversary in 2012.

This was a year full of challenges and opportunities that have never ceased to amaze me.

I am proud to report that approximately 4,000 individuals have received direct services and 10,000 have benefited from education and outreach services by Mosaic.

Our board, staff and volunteers have worked diligently to assist those in crisis to find hope for a brighter future.

Individuals who benefitted from our services are testimonies to the determination and courage of the human spirit.

We would not, however, have been able to deliver on their hopes without the generous support of our faithful donors and supporters.

On behalf of those we served, we want to thank you for your kindness and hope to count on your continued support in 2013.

Please take a few minutes to read this report and feel free to share it with friends and family. The report can also be downloaded from our website at www.mosaicservices.org.

Warm regards,

A handwritten signature in black ink that reads "Walter Nguyen". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Executive Board

Chairman - Ron F. Cook

Ron Cook was elected as Mosaic's Board Chair in 2012 after many years of support, including a term as Board Vice Chair. With his amicable leadership style and dedication to Mosaic's vision, Ron regularly finds ways big and small to connect people and resources to Mosaic.

Vice Chairman - Angela Lee

Angela Lee, AIA, joined Mosaic's Board of Directors after hearing a client's testimony at the 2010 Champion of Human Rights Luncheon. She has brought her creativity and her passion for Mosaic's mission to her work as the luncheon's co-chair for two consecutive years.

Treasurer - Bradley A. Parks

Bradley Parks works as the Vice President of Due Diligence with Regency Centers Corporation. He brings his many years of expertise in finance to his service as Board Treasurer. As a member of Mosaic's Finance Committee, he also reviews the agency's annual budget and audited financial statements.

Secretary - Vaishali Bhatia, JD

Vashali Bhatia, JD, was drawn to Mosaic due to her own longstanding interest in justice and human rights. When not volunteering in the community, Vashali is an attorney with HollyFrontiers Corporation.

Immediate Past Chair - Anthony Nguyen, D.O.

Dr. Anthony Nguyen, D.O., has served on the Mosaic Board of Directors for over 10 years, including two terms as Board Chair. A former refugee from Vietnam, Anthony is deeply committed to helping survivors of human rights abuses rebuild their lives.

Board

Cindy J. Young
Angelina Sulyandziga
Rian A. Koduvath
Audrey Stein, MBA
Sean Perryman
Moises Rios
Sylvia Gutierrez, DVM
Sana Gebarin
Alexis Collard

Advisory Board

Lauren Embrey
Grace McDermott
Martha Stowe
Patti-Allard Gould
Sarah Losinger
Hind Jarrah, Ph.D.
Angie N. Marshall

Susan Moye
Lori Ann Wadding
Rep. Rafael Anchia
Patricia Lyons
Dilshad Deyani
Sue de Mille-Minyard

MOSAIC IS THE
ONLY AGENCY IN
NORTH TEXAS WITH
THE MULTILINGUAL
STAFF AND
SPECTRUM OF
SERVICES NEEDED
TO REACH FOREIGN
VICTIMS

MOSAIC HISTORY



1982

NOVEMBER 1982

Dr. Walter Nguyen escapes Vietnam and begins his journey to the U.S. and sets out on his path to help refugees and immigrants rebuild their lives

1993

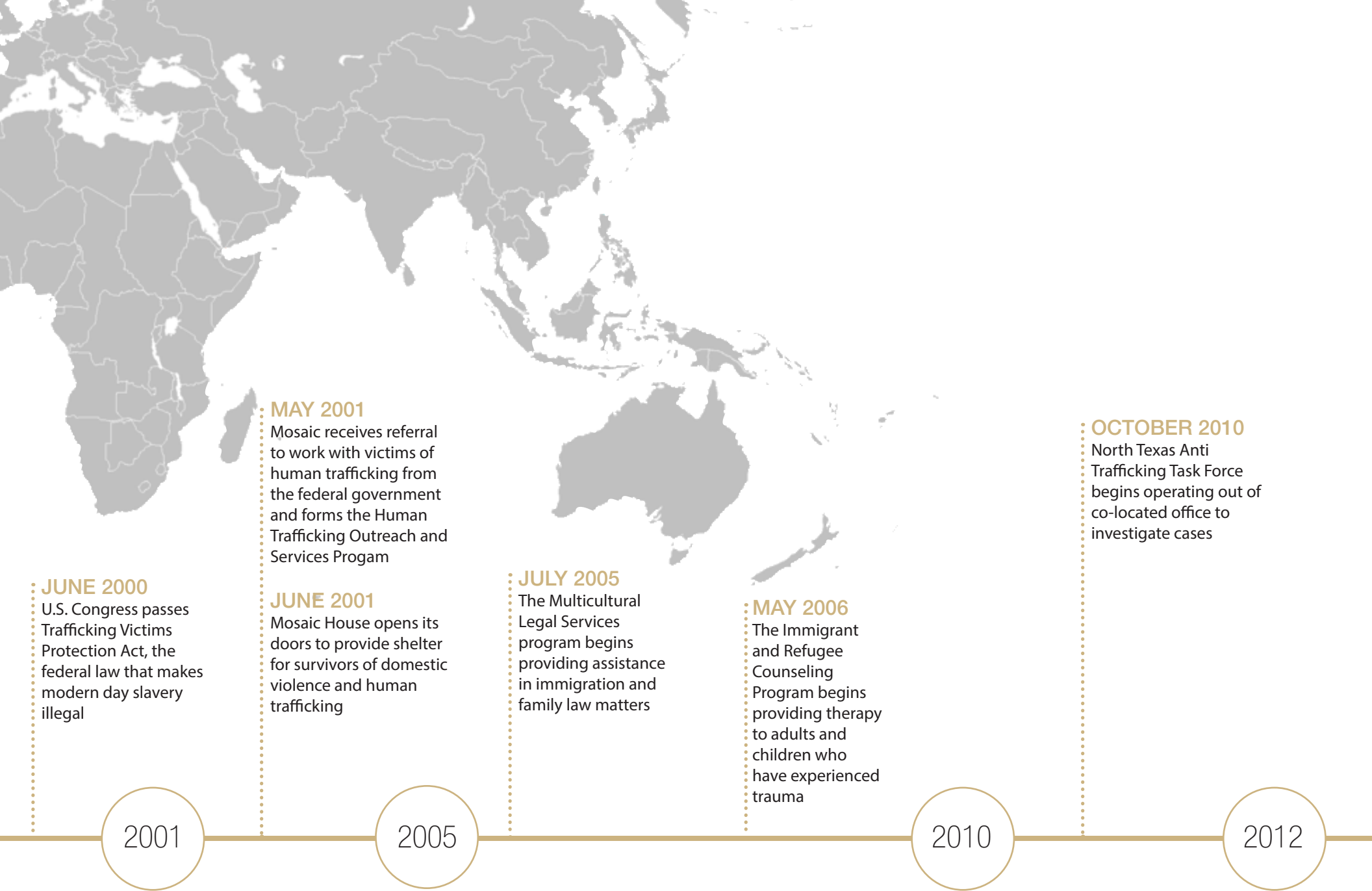
JULY 1993

Mosaic is founded and begins serving refugees through Refugee Case Management Program and Multicultural Youth Substance Abuse Program

1997

MARCH 1997

Mosaic expands to serve victims of domestic violence with the inception of the Multicultural Family Violence Program





PROGRESS THROUGH 2012

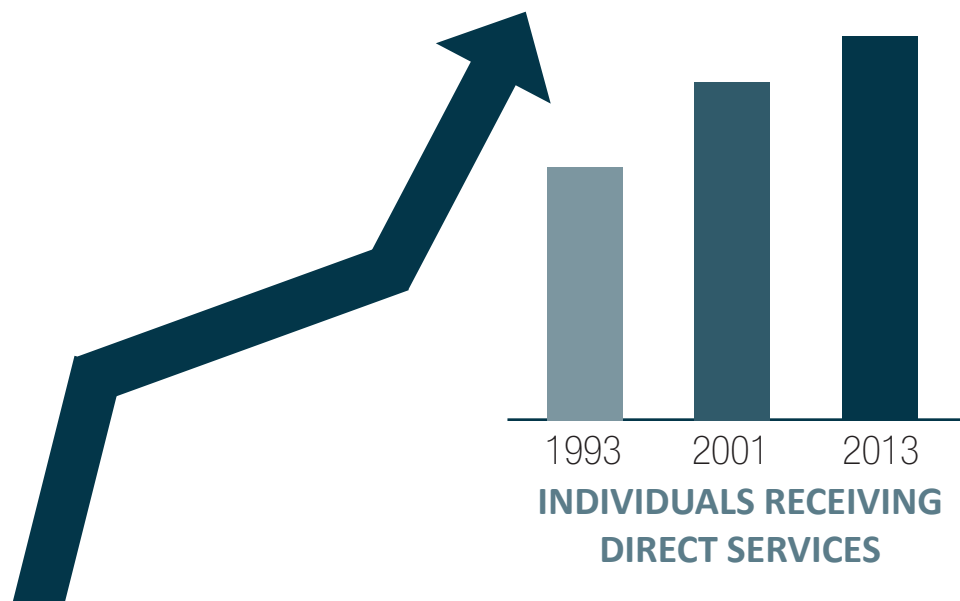
400

FAMILIES RECEIVED SERVICES

10,000

PEOPLE EDUCATED
THROUGH OUTREACH

Since our founding in 1993, Mosaic has expanded immensely, evolving into a comprehensive service provider for survivors of human rights abuses. We have impacted more than **70,000 lives** and have successfully transformed North Texas into a community of hope. We can't wait to see what's to come.



STORIES OF RESILIENCE

“Coming to a country where you do not speak the language is like being deaf: you can see the people talking, but you don’t know what they are talking about. All you can do is look and stare at them. The language is very essential. It is your own eyes, your own ears.”

- HUMAN TRAFFICKING SURVIVOR FROM IRAN



“When I got to Mosaic, I felt welcomed. They gave me a room for me and my children. And that made me feel like I was going to make it – I was going to be okay.

The women at my old church look at me and say, ‘Look at you, you look confident. You look like a totally different person, how did you do it?’ I said, ‘Mosaic has helped me. if I did not go there, I would not be where I am.’

Most of the women who are going through a hard time now come and talk to me. I tell them, ‘You don’t have to stay. You can go to Mosaic. If you look at me, you can see I am a testimony. You can go to Mosaic and get help when you are ready.’

- DOMESTIC VIOLENCE SURVIVOR FROM ETHIOPIA



SERVICES

SHELTER

Mosaic House is our shelter for women and children who have survived family violence or human trafficking. Mosaic provides food, clothing, hygiene items, medical supplies and other necessities.

MOSAIC HOUSE

- *Each year, Mosaic House is a safe haven for more than 200 women and children fleeing violent homes.*
- *In 2012, Mosaic House served 212 clients*
- *Mosaic House has the capacity to house 40 people at one time.*
- *Our Children's Advocacy Program served 96 children in 2012.*



Above: Peace garden made by volunteers at Mosaic House

Right: Volunteers from Bain & Company paint kitchens in Mosaic House



LEGAL REPRESENTATION

Mosaic's attorneys provide assistance with both immigration and family law, including protective order, divorce, custody, child support, VAWA self-petitions, U-Visas, and T-Visas.

LEGAL REPRESENTATION

- *Mosaic is the only organization in North Texas providing free assistance in both immigration and family law*
- *In 2012, our legal team served more than 603 clients.*



An attorney helps her client understand her rights

WE DON'T HAVE TO ENGAGE IN GRAND, HEROIC ACTIONS
TO PARTICIPATE IN THE PROCESS OF CHANGE. SMALL
ACTS, WHEN MULTIPLIED BY MILLIONS OF PEOPLE,
CAN TRANSFORM THE WORLD.

HOWARD ZINN

CASE MANAGEMENT

Bilingual case managers work with recently arrived refugees, survivors of family violence, and survivors of human trafficking to identify their needs and access resources, functioning as interpreters and advocates. Mosaic staff is fluent in over 25 languages, enabling them to serve as a cultural bridge.

- *Mosaic's Refugee Health Case Management Program served over **812 clients in 2012.***
- *Mosaic's Multicultural Family Violence Program served over **460 clients in 2012.***
- *Mosaic's Trafficking Program served **58 clients in 2012.***



COUNSELING

Bilingual licensed 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 2012, Mosaic's counseling team served **261 clients.***

MULTICULTURAL YOUTH SUBSTANCE ABUSE PREVENTION

Multicultural Youth Substance Abuse Prevention (MYSAP) provides information and education on substance prevention to the culturally diverse populations of Dallas County through a variety of presentations and classes and provided to both youth and their parents. 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.

*In **2012**, 363 students received drug prevention training.*

HIV/AIDS INTERVENTION

The HIV/AIDS Early Intervention (HEI) 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 host educational meetings to increase awareness of HIV medication, HIV and heart disease, medication adherence, and other relevant issues.

*In **2012**, HEI served 368 individuals.*

FINANCIALS

MOSAIC FAMILY SERVICES, INC.
STATEMENTS OF FINANCIAL POSITION
September 30, 2012 and 2011

	2012	2011
ASSETS		
Current Assets		
Cash and Cash Equivalents - Unrestricted	\$ 281,691	\$ 307,272
Cash and Cash Equivalents - Temporarily Restricted	-	-
Grants Receivable	187,042	167,164
Total Current Assets	468,733	474,436
Fixed Assets - Net of Accumulated Depreciation	330,767	350,272
Other Assets		
Endowment Assets		
Cash and Cash Equivalents	42,732	47,426
Certificate of Deposit	101,119	100,817
Stocks and Bonds	15,600	2,829
Mutual Funds	2,607	12,661
Total Endowment Assets	162,058	163,733
Total Other Assets	162,058	163,733
TOTAL ASSETS	\$ 961,558	\$ 988,441
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts Payable and Accrued Expenses	\$ 89,330	\$ 112,414
Total Current Liabilities	89,330	112,414
Net Assets		
Unrestricted	710,170	712,294
Temporarily Restricted	-	-
Permanently Restricted	162,058	163,733
Total Net Assets	872,228	876,027
TOTAL LIABILITIES AND NET ASSETS	\$ 961,558	\$ 988,441

MOSAIC FAMILY SERVICES, INC.
STATEMENT OF ACTIVITIES
For the Year Ended September 30, 2012

	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL
REVENUE AND PUBLIC SERVICE				
Government Grants	\$ -	\$ 2,229,066	\$ -	\$ 2,229,066
Other Grants	-	456,250	-	456,250
Donations & Other Income	457,352	-	-	457,352
Special Events (Net of Expenses)	30,090	-	-	30,090
Interest & Dividends	319	-	502	821
Unrealized Gain (Loss) on Investments	-	-	2,504	2,504
In-Kind Contributions	173,755	-	-	173,755
	661,516	2,685,316	3,006	3,349,838
Net Assets Released From Restrictions	2,684,924	(2,685,316)	392	-
Total Revenue and Public Support	3,346,440	-	3,398	3,349,838
EXPENSES				
Program Services	2,946,867	-	-	2,946,867
Fund Development	79,712	-	-	79,712
General & Administrative	321,985	-	5,073	327,058
Total Expenses	3,348,564	-	5,073	3,353,637
CHANGE IN NET ASSETS	(2,124)	-	(1,675)	(3,799)
NET ASSETS AT BEGINNING OF YEAR	712,294	-	163,733	876,027
NET ASSETS AT END OF YEAR	\$ 710,170	\$ -	\$ 162,058	\$ 872,228

OUR TEAM



DR. WALTER NYUGEN
Executive Director

A former refugee from Vietnam, Dr. Nguyen has served as Executive Director for Mosaic Family Services since 1993. In this position, he has transformed Mosaic into a nationally known service provider for refugees, victims of domestic violence and human trafficking. Dr. Nguyen has published several articles on refugee mental health and cross-cultural counseling. In 2011, as a non-lawyer, Dr. Nguyen was nominated for and chosen to receive the Liberty Bell Award presented by Dallas County Young Lawyers Association.



BILL BERNSTEIN
Deputy Director

Bill Bernstein, in addition to his duties as deputy director of Mosaic Family Services, is also co-chair of the Freedom Network USA, a coalition of agencies from across the country that provide social and legal services to trafficking survivors. Bill is a founding member of the North Texas Anti-Trafficking Team, consisting of federal and local law enforcement, prosecutors, and social service providers.



MIRJANA OMERAGIC
Director of Refugee and
Domestic Violence Services

Mirjana Omeragic has an extensive background working with the refugee and immigrant individuals here in US and back in Germany when she was a refugee for seven years. Mirjana is also Chair of the Cultural Diversity Committee of the Collin County Family Violence Coalition and a member of several organizations and coalitions across the DFW area.

OUR VISION

We are dedicated to serving survivors of human rights abuses from around the world and within our community. We create access to opportunities for our clients, empowering them toward independence. We hope to equip future leaders with the skills to impact their own diverse communities for a stronger, more vibrant North Texas.

We have impacted more than 70,000 lives and have successfully transformed North Texas into a community of hope. We can't wait to see what's to come.