



# 2014

ANNUAL REPORT



MOSAIC  
FAMILY SERVICES

I AM PROUD TO SAY THAT BECAUSE OF MOSAIC, I  
AM NOW LOOKING FORWARD TO START WORKING,  
GOING TO SCHOOL AND BEING ABLE TO ACHIEVE  
MY AMERICAN DREAM, WHICH FOR SEVERAL  
YEARS I BELIEVED WAS SHATTERED DUE TO  
DOMESTIC VIOLENCE. IT TOOK MOSAIC LESS THAN  
90 DAYS TO PROVE ME WRONG AND TO HELP ME  
REALIZE THAT MY DREAMS WERE  
STILL VALID.

-mosaic survivor of domestic violence

# CONTENTS

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04 highlights

05 opening remarks

06 board of directors

07 who we are

08 our vision

09 what we do

16 welcome home campaign

17 events + sponsors

23 financials

24 partners

# HIGHLIGHTS

- ❑ Mosaic is the **only agency in North Texas with comprehensive services for refugee and immigrant survivors of human rights abuses.**
- ❑ Mosaic House is the **only North Texas shelter providing a safe haven & comprehensive services for women and children who have survived human trafficking and domestic violence.**
- ❑ In 2014, **Mosaic House moved to a new facility**, which increased capacity by 48%. Hundreds of volunteers and donors made this move possible.
- ❑ We are proud to **empower women** to stand against abuse and become leaders in our community.
- ❑ Mosaic reached 20,000 **individuals through outreach and direct services last year.**
- ❑ Mosaic is the only organization in North Texas providing **free legal assistance in both immigration and family law.**
- ❑ Mosaic was a co-founder of the North Texas Anti-Trafficking Team and is the **official partner agency of law enforcement in the local fight against human trafficking.**
- ❑ Mosaic has been a proud **United Way agency** for more than 10 years.

# OPENING REMARKS



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WE HAVE SHAPED  
HISTORY BY  
DEMANDING JUSTICE  
AND BELIEVING IN THE  
IDEA THAT FREEDOM  
IS A HUMAN RIGHT.

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In 2014, Mosaic Family Services celebrated 21 years of changing lives in North Texas. We have shaped history by demanding justice and believing in the idea that freedom is a human right. Our team has helped thousands of individuals and families access the services they needed to build new lives full of hope and opportunities. I am happy to report that 2014 was a record year for Mosaic and the clients we serve.

The end of FY 2014 marked the beginning of an exciting era in Mosaic's history. Our shelter for immigrant survivors of domestic violence and human trafficking relocated to a more spacious and environmentally-friendly facility that would increase our capacity to serve more survivors by nearly 50%. We owe a debt of gratitude to countless benefactors, supporters and volunteers who are recognized in this report for making Mosaic's "dream shelter" a reality.

Please take a few minutes to read this report and help us celebrate our achievements. The report can also be downloaded from our website at [www.mosaicservices.org](http://www.mosaicservices.org).

Warm regards,

A handwritten signature in black ink, which appears to read "Walter H. Lopez". The signature is fluid and cursive.

# BOARD OF DIRECTORS

## EXECUTIVE DIRECTOR

Walter H. Nguyen, Ph.D.

## EXECUTIVE BOARD

**Ron F. Cook, Chairman**

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.

**Angela Lee, Vice-Chairman**

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.

**Bradley A. Parks, Treasurer**

Bradley Parks worked 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.

**Sana Gebarin, Secretary**

Sana Gebarin joined Mosaic's Board of Directors in 2012 due to her interest in ensuring justice and equal rights for all individuals. Sana's strong problem-solving skills brought strength to our Finance Committee, Strategic Planning Committee & Nominating Committee.

## BOARD

Cindy J. Young  
Sean Perryman  
Sylvia Gutierrez, DVM  
Kristen Muller  
Rekha Yalamanchili  
Ashley Anderson  
Susan E. Muller

Lindi Light  
Tracie A. Jay  
Lauren Kaye  
Karen Fleig  
Jean LeMore Boswell  
Elizabeth Weathersby

## ADVISORY BOARD

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

Rep. Rafael Anchia  
Patricia Lyons  
Dilshad Deyani  
Sue de Mille-Minyard  
Alexis Collard  
Rian A. Koduvath  
Audrey Stein  
Vaishali Bhatia

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

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# 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 21 years to helping survivors of human rights abuses build new lives. Our staff comes from around the world, speaks 25 languages, and represents dozens of cultures and every major faith. **Our work together is a celebration of diversity every day.**

## OUR CLIENTS

Like our staff, the women, men, and children we serve come from all over the world. Some of them arrived in the United States fleeing brutal war & persecution, others seeking to build better lives for their children and themselves. All have had their freedom threatened, whether 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 stand up for that idea every day by giving of 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 VISION

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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.



# WHAT WE DO

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Founded in 1993, Mosaic is a safe haven for survivors of human rights abuses, including human trafficking and domestic violence. Mosaic creates access to opportunities for survivors empowering them toward independence. With a multicultural staff and comprehensive services, Mosaic reaches over 15,000 people annually.

Our clients' needs are met in one safe place: they receive free shelter, legal representation, counseling, education and support services in more than 25 languages.

**Our mission is to support, educate and empower the individuals and families of the multicultural communities we serve.**

# WHAT WE DO



## CLIENT ADVOCACY

Multilingual client advocates who function as interpreters and advocates work with recently arrived refugees, survivors of family violence and survivors of human trafficking to identify their needs and access vital services and resources within the community. Mosaic staff is fluent in over 25 languages, enabling them to serve as a cultural bridge. Client advocacy gives survivors the tools they need to become self-sufficient.

This year, our client advocacy programs changed the lives of

582

refugees

422

survivors of domestic violence

71

survivors of human trafficking

# WHAT WE DO



## SHELTER

Mosaic House is our shelter for women and children who have survived family violence or human trafficking. Residents receive the basic necessities including food, clothing, hygiene items and medical care, while building the tools needed to be healthy and independent 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 more.

Mosaic House was home to **198** women & children fleeing violence this year.

“ I am a survivor of domestic violence. Mosaic Family gave me and my son all the support and love during our stay at the shelter. We are now living a happy life free from violence. Thank you “Mosaic Family” for support us and giving us strength to start not just ours, but many more lives. ”



# WHAT WE DO



## LEGAL REPRESENTATION

Survivors come to Mosaic with legal needs encompassing both immigration and family law. They may need protective orders to keep them safe from their abusers, as well as representation for divorce, custody and child support matters. Our attorneys help with these services, as well as immigration applications including U Visas, T Visas and VAWA self-petitions. Our highly trained legal team collaborates with law schools, firms and pro bono attorneys to amplify our impact in the North Texas community and help more survivors access justice.

456 clients received legal representation

ALL HUMAN BEINGS ARE BORN FREE AND EQUAL IN DIGNITY AND RIGHTS.  
THEY ARE ENDOWED WITH REASON AND CONSCIENCE AND SHOULD ACT  
TOWARDS ONE ANOTHER IN A SPIRIT OF BROTHERHOOD.

-THE UNIVERSAL DECLARATION OF HUMAN RIGHTS

# WHAT WE DO



“ Every time I have a problem or feel like the world is coming down on me, I hear your voice telling me I can do it. ”



## COUNSELING

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

In 2014, **396** people found hope and healing through our counseling program.

# WHAT WE DO



## COLLABORATION & COMMUNITY EDUCATION

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

Mosaic's model of comprehensive, culturally sensitive services is nationally recognized. 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 human rights abuses.

In 2014, our Multicultural Youth Substance Abuse Prevention Program provided life skills classes and education on substance abuse prevention to **5,306** culturally diverse students and their families in Dallas County.

Our Human Trafficking Outreach Program provided education on human trafficking to more than **13,000** community members, including more than **2,000** law enforcement officers & social service providers. Nearly **10,000** educational outreach materials were distributed throughout North Texas.

# WHAT WE DO

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## FREEDOM NETWORK USA

The Freedom Network USA is a national alliance of experienced advocates working with survivors of all forms of human trafficking to ensure that trafficked persons have access to justice, safety and opportunity.

As part of our involvement of working to uncover cases of human trafficking, serve those who have been trafficked, bring awareness to the public, and work to end this crime, Mosaic Family Services is the fiscal agent for the Freedom Network USA. The Freedom Network USA is a national coalition of nearly forty agencies working with persons who are survivors of human trafficking. Mosaic's Deputy Director, Bill Bernstein, served as co-chair of the Freedom Network USA for seven years, the longest serving co-chair.

# WELCOME HOME CAMPAIGN



## NEW MOSAIC HOUSE

Every year, we work with hundreds of women who have left abusive relationships against incredible odds or fled exploitation so that they can give their children safe, loving homes. These women are often from cultures where domestic violence and other forms of abuse are condoned, and standing against it can sometimes mean losing their home, belongings, friends and family. Sometimes arriving at our doors with nothing in hand but their children, these strong, brave women come to build new lives.

In August 2014, Mosaic House moved to a new facility that expanded our capacity and provides a more welcoming space for women and children fleeing human rights abuses. Our new campus includes spacious offices, a large outdoor play area, a tranquility garden, a resource room, two kitchens, a play and art therapy room and a beautiful, light-filled living space for up to 46 residents.

Many thanks to the outpouring support from all our volunteers and donors for helping us make this shelter transition possible. The generous spirit of the North Texas community was revealed, as hundreds of people gave thousands of hours painting, decorating, hosting fundraisers and so much more.



# EVENTS

Celebrating an inaugural event, **The Fashion for Freedom Luncheon**, hosted by Al Biernat, helped Mosaic continue to meet the ever increasing need for services for survivors of human trafficking. On May 2, over 175 guests joined us at Al Biernat's for a decadent three-course meal, Mosaic Martinis and two fashion shows featuring Abi Ferrin and Juliette Longuet.

We had a memorable afternoon listening to remarks by Mayor Mike Rawlings, and community philanthropist, Jan Rees-Jones. Abi Ferrin and Juliette Longuet, showcased their new spring fashion designs and each guest took home a complimentary spa service courtesy of ESPA at The Joule.

The Fashion for Freedom Luncheon benefits our work with victims of trafficking. The luncheon helped expand our shelter's capacity to continue serving survivors of labor and sex trafficking in the Dallas community. We are incredibly grateful for the support we received at this event.



# EVENTS

This year, over 350 guests joined us at the Fashion Industry Gallery for our **5<sup>th</sup> Annual Champion of Human Rights Gala** to honor **Abi Ferrin, fashion designer & anti-trafficking activist**. Abi helps create alternate forms of employment and hope for oppressed and trafficked women worldwide. Abi is also founder of The Freedom Project, which supports saving women from abusive employment and sex trafficking.

We had a memorable night listening to the Hunter Sullivan Band and our emcee, Amy Vanderroef, hearing from a Mosaic survivor of domestic violence, and honoring Abi Ferrin as this year's Champion of Human Rights. Guests enjoyed hors d'oeuvres, cocktails and a unique shopping experience; they also bid on exciting auction items.

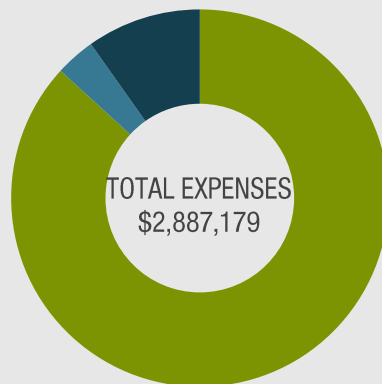
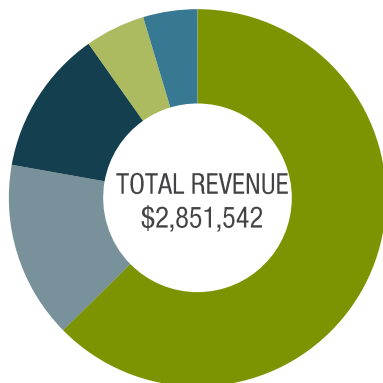
The gala benefits our work with survivors of domestic violence and human trafficking and makes it possible for us to continue advancing our vision of combating human rights abuses in North Texas. We are so grateful for the support we receive at this event each year.



# FINANCIALS

TOTAL REVENUE \$2,851,542

GOVERNMENT GRANTS	\$1,787,849	63%
CONTRIBUTIONS	\$377,672	15%
UNITED WAY	\$353,990	12%
IN-KIND GIFTS	\$147,179	5%
EVENTS	\$132,331	5%
OTHER REVENUE	\$353	<1%



TOTAL EXPENSES \$2,887,179

PROGRAM SERVICES	\$2,505,560	87%
MANAGEMENT & GENERAL	\$282,864	10%
FUNDRAISING	\$98,755	3%

87 cents of every dollar we spent in 2014 went directly to program services.

A high-angle, slightly blurred photograph of a group of children sitting on a large, colorful, patterned rug outdoors. The children are engaged in play, with some reaching for small toys on the rug. The background is a grassy area, and the overall tone is warm and positive. The text is overlaid in the center of the image.

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

-HELEN KELLER



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EVERYONE HAS THE RIGHT TO  
LIFE, LIBERTY AND SECURITY  
OF PERSON.

-THE UNIVERSAL DECLARATION OF HUMAN RIGHTS

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