



# 2020 ANNUAL REPORT

*TRANSFORM. EMPOWER. REBUILD.*



MOSAIC  
FAMILY SERVICES



*Mosaic Family Services is dedicated to serving survivors of human rights abuses from around the world and within our community.*

**Mosaic: (noun)**

Definition: a surface decoration made by inlaying small pieces of variously colored material, such as stone, tile or glass, to form pictures or patterns.

Mosaic Family Services is a safe haven for survivors of human rights abuses, including human trafficking, domestic violence and refugees. Mosaic 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 25 languages, representing dozens of cultures and every major faith.

We believe our organization is a mosaic of all the lives we touch every day. Mosaic is a mix of cultures both internally and externally; we help everyone no matter their background, race, ethnicity or social class. Together we are a microcosm of the world. We are one.

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*Friends of Mosaic,*

It's safe to say that 2020 was truly an unprecedented year. The COVID-19 pandemic quickly disrupted our daily lives, and Mosaic was not immune to its impact. Mosaic staff swiftly and safely adjusted to working from home, and I am proud to say that our shelter has remained open 24/7 and the rest of Mosaic programs continued to operate remotely.

This year also brought to light the systemic racism and discrimination against marginalized communities ingrained in our society.

As a former refugee, I escaped tyranny and oppression from a regime that trampled on the human rights of those who held different views from them. I found Mosaic's core mission of protecting and advocating for the human rights of underrepresented people even more compelling and self-fulfilling while leading the organization in such a chaotic time.

We must speak up when we see violations of human rights. As Dr. Martin Luther King said, "Injustice anywhere is a threat to justice everywhere."

Despite the chaos and stress of this year, you still demonstrated your devotion to Mosaic and our clients. Your support enabled Mosaic to continue to provide effective, trauma-informed services to countless numbers of survivors during this pandemic. Thank you for making a difference in the lives of those we serve.

We look forward to your continued support in the coming year.

Sincerely,

Walter H. Nguyen, Ph.D.  
Founder and Executive Director

# Who We Serve

## FAMILY VIOLENCE SURVIVORS

Mosaic serves all survivors of family violence; intimate partner violence; child, teen and elderly abuse; sexual assault; dating violence; and other qualifying crimes. While family violence affects all communities, refugees and immigrants are especially vulnerable to abuse and face many challenges to escaping an abusive relationship.



## HUMAN TRAFFICKING SURVIVORS

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. Mosaic serves all survivors of labor and sex trafficking, regardless of immigration status, including men, women, minors, adults, foreign nationals, and domestic survivors.



## REFUGEES

Most refugees have undergone extreme physical and psychological hardship. When they reach the U.S., they face significant barriers, including language and cultural barriers. Mosaic aims to improve refugees' physical and mental health, reduce their barriers in accessing health care, increase their capacity to navigate the American health care system and support their journey to self-sufficiency.



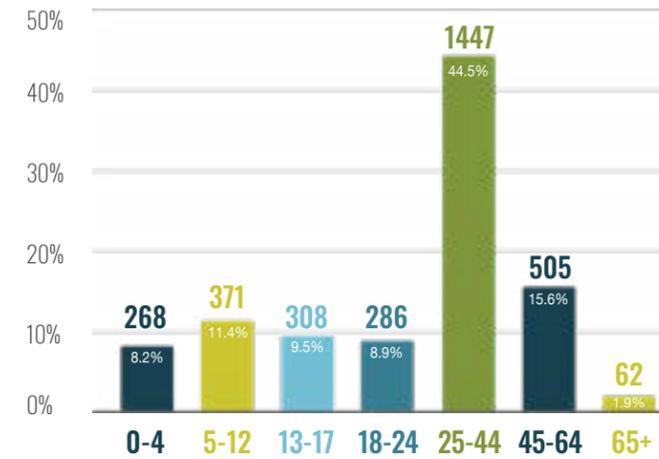
## UNACCOMPANIED MINORS

Through the Safe Release Support (SRS) Program, Mosaic supports the unification of unaccompanied minors with their family members and qualified sponsors in the United States. The SRS Program is a network of agencies around the country who coordinate with Lutheran Immigration and Refugee Service (LIRS) to serve and protect unaccompanied migrant children.



# Client Demographics & Impact

Clients by Age



**Pravda: Croation word for Justice**  
 Croation is the native language of Mirjana, Mosaic's Senior Director of Refugee and Victim Services.

**29.2%** of clients served through all programs were children.

**97%** Satisfaction Rate from student participants in our Multicultural Youth Substance Abuse Prevention (MYSAP) Program.

**91%**

Of Refugee Clients  
 Have obtained or retained health insurance as a result of our services.

**673**

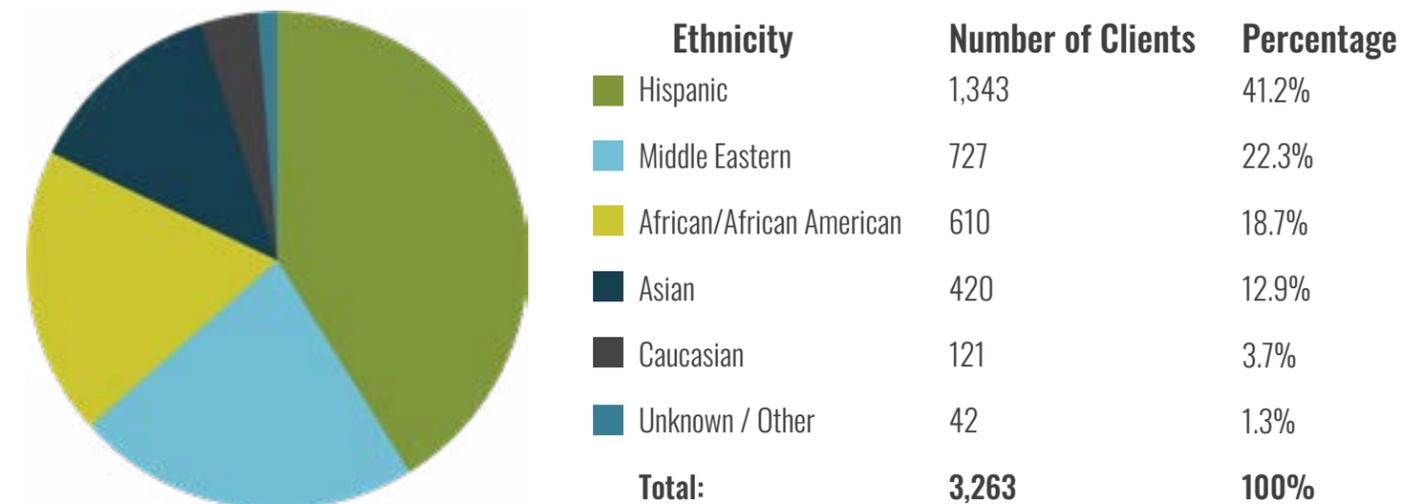
Family Violence and Human Trafficking Survivors  
 Were served by our programs including shelter, legal assistance, case management, counseling, transitional housing and economic empowerment.

**156**

**23%**

Of Trafficking Clients  
 Are male survivors. Mosaic is one of the only agencies in North Texas that serves male trafficking survivors.

Ethnic Breakdown of Clients Receiving Direct Services



# Covid-19 Impact and Ongoing Needs

## MOSAIC HOUSE



Because of the pandemic, our shelter capacity has been reduced to meet social distancing guidelines, which has decreased the number of available beds. At full capacity, the shelter serves 300 women and children annually, but in 2020 we served 201. Now, before clients begin their stay at Mosaic House, they are screened for COVID-19 and stay at hotels for a 14-day period before moving into Mosaic House to protect staff and current residents.

## COUNSELING



Since the pandemic outbreak, counselors have provided counseling sessions through HIPAA compliant and secure software. Telehealth counseling sessions have come with both benefits and challenges, such as limited access to technology. For many clients, Telehealth sessions made it easier for them to schedule their appointments, especially those clients with limited transportation. The pandemic has been triggering for many clients and for some, has disrupted the progress made in therapy.

## LEGAL PROGRAM



Mosaic's Multicultural Legal Program provides immigration and family law services to immigrant and refugee victims of domestic violence and human trafficking. At the beginning of the pandemic, courthouses were closed for all non-emergency hearings, causing a significant delay in all family law cases during this period. Since courts reopened, Mosaic's legal team has been working hard to make up for lost time.

## CITIZENSHIP



The Citizenship Program transitioned to working virtually with limited in-person meetings for all active cases. Though we temporarily stopped taking new cases when the pandemic began, we have since reopened the program to new clients. Documentation must include "wet," or in-person, signatures. Safely meeting this requirement during the pandemic has created an increased workload and a slower pace as staff work diligently to enforce safety precautions.

DESPITE CHALLENGES PRESENTED BY COVID-19, 3,263 SURVIVORS WERE DIRECTLY SERVED THROUGH MOSAIC'S PROGRAMS

3,263

# Programs and Services

## SHELTER

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 playtherapy room, 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.

201

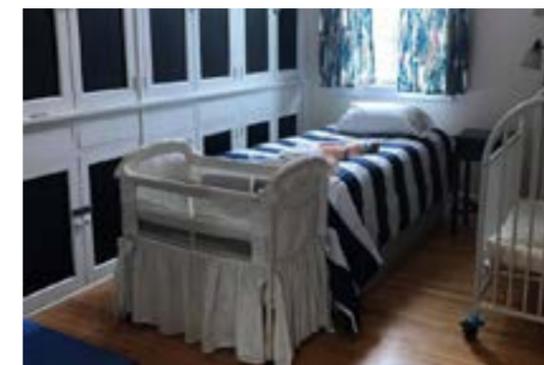
Women and children fled domestic violence or human trafficking and found safety at Mosaic House.

9,533

Emergency nights of shelter.

28,599

Meals were provided at Mosaic House.



## CASE MANAGEMENT

Mosaic creates access to opportunities for our clients, empowering them on the path to independence. Our wraparound services are held together with comprehensive case management. Each new client is assigned a case manager to identify their needs and access resources, serving as a passionate interpreter and advocate. Case Managers work with clients in their native languages, helping them access vital support services and resources within the community.



440

Refugees were supported in navigating the healthcare system and social services to improve their health and quality of life.

447

Crime victims and their families received advocacy and case management. This includes 77 human trafficking survivors.

# Programs and Services

## LEGAL REPRESENTATION

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.

96%

Of survivors achieved positive legal outcomes due to services provided by Mosaic.

490

Individuals and their families received legal assistance from Mosaic's legal team.

201

Of the total legal cases involved children.



## COUNSELING

Mosaic's 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. Mosaic's counseling department offers play and art therapy for children, where children are encouraged to express their feelings to communicate in a nurturing, safe and empowering environment.



325

Survivors found hope and healing through counseling at Mosaic including 241 women and 84 men.

90%

Of child counseling clients improved their psychosocial functioning as measured by the Pediatric Symptom Checklist (PSC).

116

Counseling clients were children.

**Esperanza: Spanish word for hope**

Spanish is the native language of Claudia, Mosaic's Mental Health Program Director.

# Programs and Services

## CHILDCARE AND CHILDREN'S ADVOCACY

Children at our shelter receive help with school enrollment, immunizations, life skills, healthcare, tutoring and much more. With the support of The Crystal Charity Ball, Mosaic House was able to open an on-site, licensed childcare facility in April 2019. Now mothers at Mosaic House can maintain or seek employment - and move toward freedom and independence - with more ease, knowing their children are safe.

102

Children received advocacy services.

74

Children received childcare.



## CITIZENSHIP PROGRAM

Mosaic's Citizenship and Naturalization Services for refugees are designed to increase refugees' 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, 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.

719

Refugees received consultations, help with permanent residency applications or help with citizenship applications.

369

Clients who applied for legal permanent residency or citizenship were approved.

99%

Of survivors achieved positive legal outcomes due to services provided in 2020.



# Programs and Services

## SAFE RELEASE SUPPORT

The Safe Release Support Program (SRS) helps reunite immigrant children with their sponsors in the United States; sponsors are 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 clients for background checks, Mosaic provides access to medical and legal help, parenting classes, helps with school enrollment and other services to encourage adjusting to their new lives and homes.

In 2020, Mosaic captured the fingerprints of **253 potential** sponsors of unaccompanied minors, which are needed to run background checks.



## HOME STUDY PROGRAM

The Home Study Program's goal is to link families with local community resources 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. 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.



**120 clients** were served by Mosaic's Home Study Program, providing support for clients and families as they prepare for upcoming transitions.

# Programs and Services

## TRANSITIONAL HOUSING

Mosaic's Transitional Housing Program provides housing and intensive case management to multicultural survivors of family violence and human trafficking. 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.



Mosaic's Transitional Housing Program served **88 survivors** in need of supportive housing.

### Habiliter: French word for Empower

Mosaic's Administrative Assistant, Denise, is fluent in French and Spanish.

## COMMUNITY EDUCATION

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 youth in grades 1-12 and their families who may have experienced more than three shared risk factors for substance use and violence.

### MYSAP SERVICES INCLUDE:

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



**4,457 students and families** received life skills training and education on substance abuse prevention.

# Survivor Stories

## MEET AGNES

Agnes is a Nigerian woman who came to the United States with her husband and children. Agnes’s husband started abusing her before they arrived in the US, but the violence escalated after their arrival. He took away her visa paperwork and passport and would threaten to call immigration to intimidate her. He restricted her access to her children and forced her to work for him without pay. After experiencing severe physical and emotional abuse, Agnes sought help from her pastor, who referred her to Mosaic Family Services.

When she first came to Mosaic House, Agnes was extremely emotional and scared. She had no money or clothing besides what she and her children were wearing. But with compassion and support from the staff, she started to feel at home and found a sense of love and safety she had never felt before. Agnes’s case manager helped her apply for a protective order against her husband and accompanied her to court. At the same time, Mosaic’s legal team assisted her in the process of getting a new visa.

Agnes began regaining her self-esteem through Mosaic’s counseling services. Whenever she felt scared and wanted to return to her abuser, her counselor would remind her of the safe place she had found at Mosaic. In group therapy, Agnes became close to other domestic violence survivors and felt their compassion. Hearing the experiences of women from different cultural backgrounds made her realize that her abuse was not her fault and that no one should be subjected to violence.



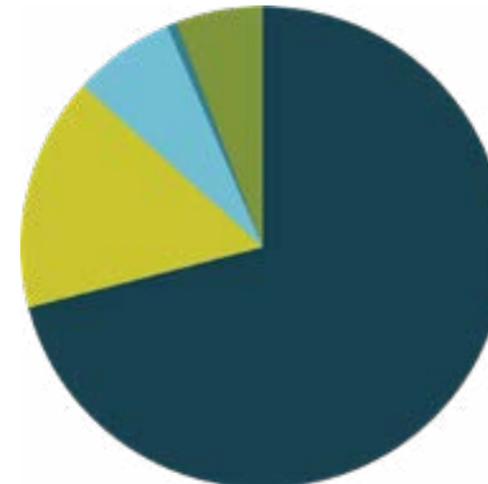
“My experience with Mosaic changed my life. They gave me faith and hope again in myself. They are the reason why I am where I am today, because they helped me restart my life. Knowing there’s a safe place like Mosaic, it has become a home away from home and always and forever will be part of me.” - *Agnes*

Through Mosaic’s Transitional Housing Program, Agnes lived in an apartment rent-free for three months after moving out of Mosaic’s shelter. She continued to receive rental assistance once she moved to a different apartment. Because of Mosaic’s generous donors, Agnes also received a couch, beds and other essential household items, which helped her start her transition to independence.

Now, Agnes knows that she is a strong and powerful woman, having learned to value herself through Mosaic’s services. She still attends Mosaic’s life skills classes in order to maintain productive habits. When she faces any challenge, she remembers her counselor’s words, to not dwell on the past and set emotional boundaries for herself. She also has many personal goals and is working toward her certification to be a surgical technician. She desires to give back to her community and one day hopes to return to Mosaic with her children to volunteer and help other survivors like her.

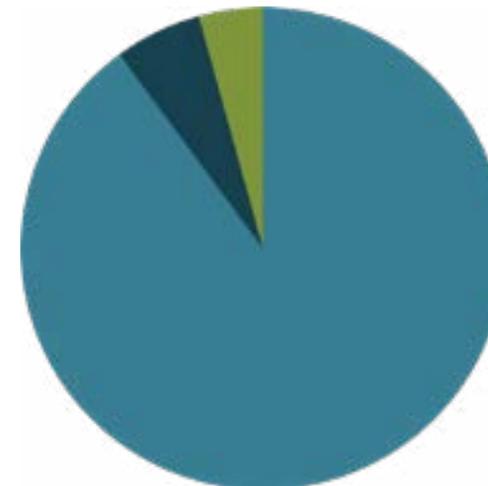
# Financials

## REVENUE



Government Grants	\$3,644,565	70.9%
Contributions and Other Income	\$812,179	15.8%
United Way	\$350,769	6.8%
In-kind Contributions	\$299,230	5.8%
Special Events	\$30,425	0.6%
<b>Total:</b>	<b>\$5,137,168</b>	<b>100%</b>

## EXPENSES



Program Services	\$4,656,326	89.9%
Fund Development	\$300,868	5.8%
General and Administrative	\$222,066	4.3%
<b>Total:</b>	<b>\$5,179,260</b>	<b>100%</b>

### Uhuru: Swahili word for Freedom

Josephine, one of Mosaic’s Citizenship Specialists is fluent in Swahili and Kikuyu.

**90 cents out of every \$1 spent in 2020 went to Mosaic’s Programs!**

When you invest in Mosaic, you invest in survivors.

**Meet Agnes, a  
former resident of  
Mosaic House!**

**Learn more about  
Agnes by reading  
her client story  
on page 12 of this  
report.**



***Be part of a survivor's success story.***

**You can change the life of survivors like Agnes by donating to Mosaic.  
Every dollar given empowers multicultural survivors.**



**MOSAIC**  
FAMILY SERVICES

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