

MOSAIC  
FAMILY SERVICES

# 2022 ANNUAL REPORT





Mosaic is a safe haven for survivors of human rights abuses, including human trafficking and domestic violence survivors, refugees, and unaccompanied minors. Staff members speak more than 25 languages and represent dozens of cultures and every major faith.





# *A Letter from Kirk DeCardenas, Mosaic's Board Chair*

As Mosaic celebrates its 30th anniversary, we are filled with a sense of pride and gratitude. From our humble beginnings in 1993, Mosaic has grown to become the leading comprehensive service provider for refugees, unaccompanied minors, and diverse survivors of domestic violence and human trafficking in North Texas. The specialized, culturally competent services have transformed the lives of thousands of refugees and survivors in our community.

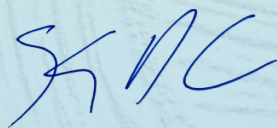
The impact of the work is awe-inspiring, and we are thrilled to be part of such a transformative organization.

In 2022, Mosaic underwent some significant changes. We welcomed Tori Hobbs as the new Executive Director, and it was a bittersweet moment as we said goodbye to the founding leader, Dr. Walter Nguyen. However, we are grateful to have found such a strong, skilled, and committed successor in Tori. Her 25 years of experience as a nonprofit leader and passion for Mosaic's mission make her the perfect candidate to lead Mosaic into its next chapter. We feel privileged to work alongside Tori as we plan for Mosaic's future and continue to address the evolving needs of survivors and refugees.

But that's not all – in 2022, we also launched Mosaic's first-ever giving circle, the Champions of Human Rights Society. This special giving circle has brought together a community of individuals committed to providing impactful support to Mosaic's vulnerable clients as they work toward healing, safety, and self-sufficiency. You can join me in being a Champion of Human Rights by contacting Momtaz Begum, Senior Director of Development, at [momtazb@mosaicervices.org](mailto:momtazb@mosaicervices.org).

As we look back on the last 30 years, we are filled with determination and resolve as we see the incredible impact Mosaic has had on refugees and survivors in North Texas and beyond. We are committed to continued service to our community. We are grateful for your unwavering support and commitment to uplifting freedom, dignity, and justice. Together, we can continue to transform lives and create a brighter future for all. Thank you for being a part of Mosaic's journey.

With hope and gratitude,



Kirk DeCardenas  
Chair, Board of Directors

## *Board of Directors*

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Board Chair

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Lloyd M. Ruffle  
Board Treasurer

Lacey Duffy  
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Tori Hobbs, CFRE  
Ex-Officio  
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# *Friends of Mosaic,*

Thank you for supporting Mosaic Family Services through your time, talent, and treasure. Your support makes the difference in providing services to some of the most vulnerable in our community. 2022 was a pivotal year for Mosaic as the pandemic impact began to lessen and there was a change of leadership. It was my honor to join this amazing and dedicated team as the second Executive Director in the organization's 30-year history.

Let us take a moment to pay tribute to Dr. Walter Nguyen and his hard work. The many years of service to the community resulted in a multicultural organization providing a mosaic of services in a trauma-informed and culturally sensitive way. This is what sets Mosaic apart from other organizations providing similar services. A special thanks to Bill Bernstein, Deputy Director, who also retired in 2022 and was instrumental in Mosaic being the first program in North Texas to support survivors of human trafficking. It would take several pages to note all the accomplishments of both these men, so we send our gratitude and appreciation for their many contributions in making Mosaic what it is today!

From helping newly arrived refugees connect to healthcare and other services, to providing an emergency shelter and home for moms and their children, to counseling to overcome trauma, and other wraparound services, your support has made a difference – turning victims of crime and human tragedy into not just survivors but thrivers – contributing to making Dallas a wonderful place to live, work, and play.

Please enjoy the annual report as you review the impact your support made possible for 7,786 individuals. I look forward to working with you to achieve Mosaic's mission to uphold dignity, freedom, and justice.

Best,



Tori Hobbs  
Executive Director



# Who is Impacted

## 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 when it comes to escaping abusive relationships.

## Human Trafficking Survivors

Human trafficking is 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 differences. Mosaic supports refugees through the Social Adjustment Services and Citizenship Programs.

### Izbjeglica: Croatian word for *Refugee*

Croatian is the native language of Mirjana, Senior Director of Refugee Services.

## Unaccompanied Minors

Through the Safe Release Support (SRS) and Home Study Programs, Mosaic supports the reunification of unaccompanied minors with their family members and qualified sponsors in the United States. These programs strive to support and protect unaccompanied minors upon their arrival in the United States.

# 7,786

People received direct services and community education from Mosaic in 2022.



# Client Demographics & Impact

986  
Refugees

Were served through the Social Adjustment Services and Citizenship Programs.

539  
Family Violence and Human Trafficking Survivors

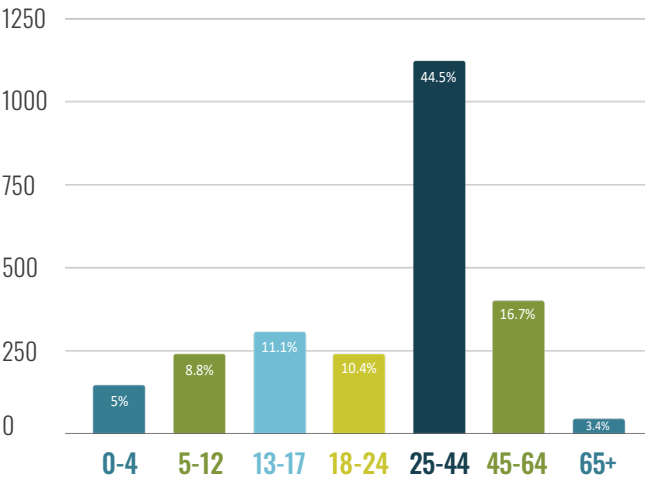
Received services such as emergency shelter, legal assistance, case management, counseling, and transitional housing.

145

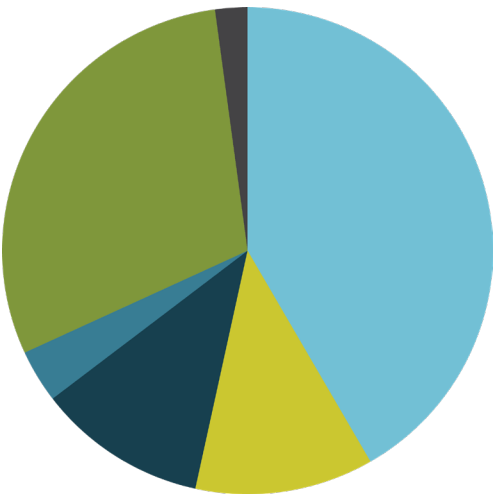
536  
Unaccompanied Minors

Were served through the Homestudy and Safe Release Support Programs.

## CLIENTS BY AGE



## ETHNIC BREAKDOWN OF CLIENTS



Ethnicity	Percentage
Hispanic	41.6%
Middle Eastern	29.7%
African/African American	11.8%
Asian	11.2%
Caucasian	3.5%
Unknown / Other	2.1%
Total:	100%

### Bayt: Arabic word for home

Arabic is a very common language spoken at Mosaic, and is the native language of Ghazwan, Assistant Director of Refugee Services.



# From Fear & Insecurity...

*Empowering survivors of family violence and human trafficking*

## SHELTER

Women and children fleeing domestic violence or human trafficking find safety and support at Mosaic House, our emergency shelter. Mosaic House specializes in serving refugee, immigrant, and limited English proficient survivors of abuse, which the Texas Council on Family Violence identifies as the most critically underserved population in the state.

With a beautiful residential space including a large outdoor space and play area, tranquility garden, library, and counseling and play therapy rooms, residents have everything they need to feel safe and start over. Not only do residents receive the basic necessities including food, clothing, hygiene items, and medical care, they also gain independence through onsite ESL classes, job and life skills training, and counseling.



**157** Women and children fleeing domestic violence or human trafficking found safety at Mosaic House.

**7,790** Emergency nights of shelter.

**25,905** Meals were served at Mosaic House.

## CHILDCARE AND CHILDREN'S ADVOCACY

Refugee and immigrant children who have been exposed to abuse experience similar consequences as American-born children, such as fear, emotional stress, behavioral problems at home and school, and social problems. They also face barriers such as limited English skills and cultural differences that compound the challenges of overcoming abuse.

Mosaic's Multicultural Children's Advocacy Program provides advocacy, case management, counseling, licensed childcare, and early childhood education for children residing at Mosaic House. Children living at Mosaic House receive help with school enrollment, immunizations, healthcare, tutoring, and much more. With the support of The Crystal Charity Ball, Mosaic House was able to open an onsite, licensed childcare facility in April 2019. The childcare center fulfills one of residents' most vital needs, allowing mothers to seek or retain employment and move toward self-sufficiency. The importance of onsite childcare at Mosaic House cannot be overstated, as it allows mothers at the shelter to find work, earn their own income, and begin rebuilding their lives, while knowing their children are safe.



**97**

Children received advocacy services.

**70**

Children received childcare.



# ...To Empowerment & Safety

*Empowering survivors of family violence and human trafficking*

## LEGAL REPRESENTATION

The Multicultural Legal Program provides free family and immigration law services to survivors of human trafficking and domestic violence. Many survivors need immigration assistance, especially if their legal immigration status depends upon an ongoing relationship with their abusive partner or if they are eligible for special visas for trafficking survivors (T-Visas) or crime victims (U-Visas).

**91%** Of survivors achieved positive legal outcomes.

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

**130** Children were represented in legal cases.

## 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.

**76** Survivors in need of supportive housing were served by Mosaic's Transitional Housing Program in 2022.

## CASE MANAGEMENT

Each client is assigned a case manager to identify their needs and access resources. Case managers help identify clients' full range of needs and create personalized service and safety plans for each client, serving as passionate advocates and interpreters, and connecting clients to vital support services.

**348** Crime victims and their families received advocacy and case management in 2022, including **283 family violence survivors** and **65 human trafficking survivors**.

## COUNSELING

Mosaic's bilingual counselors utilize the multicultural counseling model to assist survivors of family violence and human trafficking in overcoming trauma and improving their emotional well-being. Mosaic's counseling program offers play and art therapy for children in addition to counseling for adults.

**258** Survivors found hope and healing through counseling at Mosaic.

**821** Hours of counseling were provided.

**93%** Of child counseling clients improved their psychosocial functioning as measured by the Pediatric Symptom Checklist (PSC).



### Aasha: Hindi word for *Hope*

Mosaic's Domestic Violence and Human Trafficking Case Manager, Meha, is fluent in Hindi.



# Understanding Human Trafficking

## *A Human Rights Approach to Human Trafficking*

The Trafficking Victims Protection Act (TVPA) defines human trafficking as the use of force, fraud, or coercion to compel a person into commercial sex acts or labor against their will. Simply put, human trafficking is when someone uses abuse, threats, and lies to exploit another person or persons. Human trafficking is a complex crime and does not look the same every time it happens.

The TVPA recognizes both sex and labor trafficking as forms of human trafficking. There is a misconception that sex trafficking makes up the majority of human trafficking cases. Sex trafficking is typically more visible than labor trafficking, due to street prostitution, online exploitation, and the commercial sex industry that may take place in hotels, motels, brothels, dance and strip clubs, and cantinas, among other places. However, labor trafficking makes up the majority of human trafficking cases, both in the United States and across the world.

## Who can become a trafficking victim?

Anyone can become a victim of trafficking, regardless of age, race, gender, sexual orientation, immigration status, or nationality. Though anyone can become a victim to trafficking, there are several factors that make some people especially vulnerable to trafficking, such as discrimination, disability, immigration status, poverty, and prior abuse (including family violence and sexual assault). Human trafficking is found in many industries, including domestic work, construction, agriculture, restaurants, manufacturing, and the sex trade, among many other industries.

## Mosaic's approach to working with survivors

Mosaic emphasizes a survivor-centered and trauma-informed care approach to serving survivors. We focus on survivor safety and on honoring each survivor's priorities and goals. Mosaic provides survivors with support, education, and access to resources and options. We understand that successful approaches to addressing trafficking must protect all the rights of survivors and respect their individual agency.

Programs are specifically designed to recognize and respond to trauma, cultural barriers and needs, and avoid retraumatization. Participation is voluntary. While we encourage survivors to engage in all applicable services, we do not make any service mandatory in order to receive other services. This is especially important because survivors have come from a situation of being forced, controlled, and told what to do.

At the end of the day, each success story is truly a partnership with the survivor taking action towards their own goals. Mosaic is there to provide support and encouragement and reduce barriers along the way.

## An inside look at labor trafficking

Mosaic is proud to be one of the few organizations in North Texas serving survivors of both sex and labor trafficking. This year, Mosaic teamed up with a talented team of artists who donated their time and talents to help spread awareness about labor trafficking. These artists created two graphic novels based on the experiences of Mosaic clients which demonstrate common scenarios in which people become victims of labor trafficking.

Scan the QR code to check out the graphic novels and learn more about labor trafficking.



# From Fleeing Tyranny...

## Welcoming Refugees

### SOCIAL ADJUSTMENT SERVICES

The Social Adjustment Services (SAS) Case Management Program assists newly arrived refugees in accessing medical and mental health care and social services. All of Mosaic's refugee case managers are former refugees, fluent in English and at least one other language spoken by refugee clients, and certified as medical interpreters.

**412** Refugees were served by the SAS Program to improve their health and quality of life.

**89%** Of refugee clients obtained or retained health insurance as a result of our services.

### Amani: Swahili word for *Peace*

Mosaic's Citizenship Director, Josephine, is fluent in Swahili and Kikuyu.

### CITIZENSHIP PROGRAM

Mosaic's Citizenship and Naturalization Services Program provides assistance in applying for adjustment of status and naturalization, obtaining fee and/or disability waivers, and interpretation and translation services for United States Citizenship & Immigrations Services (USCIS) interviews.

**574** Refugees received help with legal permanent residency or citizenship applications.

**123** Clients obtained legal permanent residency or citizenship in 2022.

**98%** Of refugees achieved positive legal outcomes due to services provided.

## Where are Mosaic's refugee clients from?



133	Afghanistan
57	Burma
1	Cameroon
55	Democratic Republic of the Congo
19	Eritrea
6	Ethiopia
4	Guatemala
17	Iran
42	Iraq
1	Pakistan
23	Sudan
49	Syria
5	Ukraine



# ...To Safety and a New Home

Supporting Youth & Reuniting Families

## HOME STUDY PROGRAM

Mosaic's Home Study Program helps to safely reunify unaccompanied children with their families and/or sponsors in the United States. Program Staff work diligently to assess the prospective sponsor's ability to ensure a safe, secure, and caring home environment for the child. Program staff educate and prepare sponsors for reunification and provide families with referrals and information on community resources for legal, education, medical, mental health, and other services.

221

Unaccompanied children were served by Mosaic's Home Study Program.

## SAFE RELEASE SUPPORT

The Safe Release Support Program (SRS) helps reunite immigrant children with their sponsors in the United States by capturing fingerprints from sponsors. This is necessary for background checks. These children often face violence and trauma in their home country or on their journey to America. The Safe Release Program ensures they are protected, cared for, and given access to the services they need.

315

Potential sponsors were fingerprinted by the SRS team.

## COMMUNITY EDUCATION AND OUTREACH

Mosaic's Youth Services 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.

5,580 Students and families received life skills training and education on substance abuse prevention.

## VOLUNTEER HIGHLIGHTS

Mosaic welcomes both group and individual volunteers to serve our clients. Volunteers give their time and talents at Mosaic House by leading children's activities, helping with basic maintenance, leading classes, and more.

In 2022, **456 volunteers** gave **3,958 hours of service** to clients.



Volunteers from Blue Cross Blue Shield Texas hosted a fall festival for Mosaic House residents.



Volunteers from Hagar's Heart gave Mosaic House residents and children a special gift shopping experience during their Santa's Shack event.

### Fuerte: Spanish word for *strong*

Mosaic's Home Study Case Managers, Jane and Jose, are fluent in Spanish.

# Survivor Stories

## MEET PAOLA

Paola is a young woman from Colombia who came to the United States with her husband to provide a better life for their children.

Paola met her husband in her home country, and even though there were red flags in his behavior, she loved him and cared for him. He was possessive, and as time went by, his behavior became violent. She never let her family know what was happening in hopes that things would get better. He would apologize after hurting her, and all would be forgiven.

As political tension in Colombia got increasingly worse, their home became unsafe, and Paola and her husband feared for the safety of their children. Paola reluctantly agreed to leave their home and make the journey to the United States where her husband's parents lived.

Paola, her husband, and their two children were detained crossing the border. While detained, she was made to hand over their passports and documents. Her Colombian passport, along with her children's passports, were taken and never returned. She felt she now had no way of ever returning home and was stuck in a situation she never wanted with a person that she feared.

The family arrived in Dallas, where her in-laws live. Her husband decided that they would stay with his parents until he and Paola found their own place. Paola was not allowed to have a job or a car and was forced to spend most of her time at home, where her in-laws were also verbally and physically abusive. One evening the physical violence escalated, and Paola was assaulted by her husband and his mother. She decided she was going to be brave. Paola called the police, and they connected her to Mosaic House.

Paola and her two children arrived at Mosaic House in May 2022. Although they only spoke Spanish, they had no problem fitting in since Spanish is spoken by many of Mosaic's staff and residents. Paola told her case manager, "all I want is to go back home to Colombia with my children." Together, Paola and her case manager began working on getting her documents and passports back.

There are many obstacles to recovering lost passports, and it took weeks for Paola and her case manager to find someone who could help and offer guidance. During this time, Paola was constantly setting up appointments and had to leave her children behind at Mosaic House while she worked to recover their passports. She was nervous at first, but felt comfort knowing Mosaic House's onsite childcare would provide quality care for her children while she was away.

Meanwhile, Paola's husband was desperately trying to locate her. He showed up at Mosaic's main office demanding to see his wife. He called her and sent her messages incessantly while she worked against the clock, desperately trying to find a way back to Colombia.

Finally, Paola was able to set up an appointment at the Colombian consulate to get her passports. After three months she had her passport and her children's passports in her hands. With the help of Mosaic House staff and childcare, she was empowered to make the decision that was best for her and her family.

Paola and her children left Mosaic House in July 2022 to return to Colombia. Although everyone was so happy for their family, the staff and other residents were sad to see them leave. Paola was relieved that her children were too busy having fun with the other kids to fully process or understand the situation they were in. She repeatedly expressed her gratitude to the shelter staff for truly being a haven for her and her children.



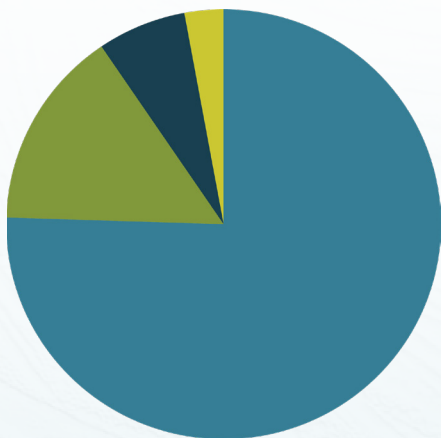
*"Gracias por ser nuestro hogar, los extrañaremos. Que Dios los Bendiga y les multiplique familia Mosaic."*

*- Paola*



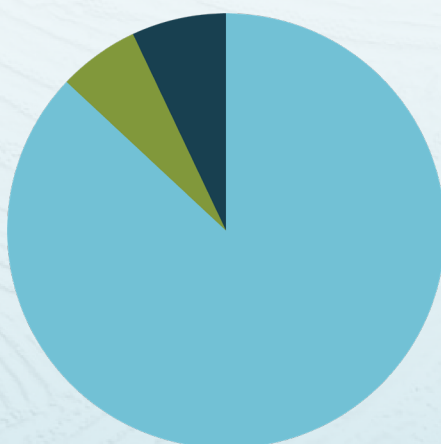
# Financials

## REVENUE



Government Grants	\$3,939,393	75.5%
Foundations & Individuals	\$781,501	15%
United Way	\$347,273	6.6%
In-kind Contributions	\$149,891	2.9%
Total:	\$5,218,058	100%

## EXPENSES



Program Services	\$4,791,326	86.9%
Fund Development	\$347,201	6.3%
General and Administrative	\$376,456	6.8%
Total:	\$5,514,983	100%

### Sự tự do: Vietnamese phrase for *Freedom*

Vietnamese is the native language of Han, Chief Financial Officer.

## YOU CAN CONTINUE TO INVEST IN MOSAIC'S SURVIVORS BY EXPLORING ADDITIONAL WAYS TO GIVE, INCLUDING:

- Join Mosaic's Monthly Giving Community, *You Belong Here*.
- Double your impact by asking if your employer matches charitable contributions.
- Give through a donor advised fund.
- Become a member of Mosaic's Champions of Human Rights Society.
- **Scan the QR code with your phone's camera to make a gift now!**





The Champions of Human Rights Society affords members the opportunity to serve survivors of human rights abuses, including survivors of domestic violence and human trafficking, refugees, and unaccompanied minors. Thank you to those reading this who are already part of this society.

As a member of the Champions of Human Rights Society, you will become a changemaker bringing high-impact support and wraparound services to survivors and refugees in our community. You ensure that culturally sensitive and trauma-informed care is available 24/7. You empower individuals like Mei who escaped harsh treatment from a “boss” who demanded 14 hour days and paid less than minimum wage - a situation none of us can even fathom. Be there for the unheard and the unseen - become a Champion of Human Rights.

## BECOME A CHAMPION

To be recognized in the Champions of Human Rights Society, please invest a minimum of \$1,500 in support of client health, healing, and self-sufficiency. You are welcome to pledge your commitment now and make your gift within one year. To learn more about becoming a Champion of Human Rights, contact Momtaz Begum, Senior Director of Development, at [montazb@mosaicervices.org](mailto:montazb@mosaicervices.org).

## GIVING LEVELS

### WELCOMING: \$1,500

Provide services for a family of two at Mosaic House. This includes housing, food, travel, and childcare.

### IMPACTFUL: \$3,000

Provide a refugee family with case management and health care advocacy.

### SUPPORTIVE: \$5,000

Provide job training, English as a Second Language classes, and setting up a new apartment for a domestic violence or human trafficking survivor.

### TRUSTED: \$7,500

Support a survivor's legal services, including representation, fees, and filing visa applications.

### CHAMPION: \$10,000 & Above

At this level, your impact will reverberate throughout Mosaic. For example, \$10,000 can provide Transitional Housing to a survivor for a full 18 months.

## THANK YOU TO OUR CHAMPIONS

### WELCOMING:

Board of Directors of Mosaic Family Services  
Ana Pinto Alexander  
Tori Hobbs and Yossi Cohen

### IMPACTFUL:

Bank of Texas  
Cindi's N.Y. Delicatessen Restaurant & Bakery  
Dallas College  
John Hsu  
Roy Petty & Associates, PLLC  
Tara and Harvey Stotland

### SUPPORTIVE:

William P. Warren

### CHAMPION:

Flite to Freedom





# Thank You!

Thank you to 2022 donors and supporters for upholding  
**DIGNITY**, **FREEDOM**, and **JUSTICE**.



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The Jonesville Foundation

James and Gayle Halperin Foundation

The Perot Foundation



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THE  
GEORGE & FAY YOUNG  
FOUNDATION





Meet Paola,  
a former resident  
of Mosaic House!

Learn more about  
Paola 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 Paola by donating to  
Mosaic. Every dollar given empowers survivors.



**MOSAIC**  
FAMILY SERVICES

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