



Dreams Unite Us

2025 ANNUAL REPORT



Mosaic Family Services 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.

Hello everyone,

I am honored to introduce myself as the new Executive Director. I'm truly grateful for the opportunity to continue with Mosaic in this role and to work alongside such dedicated and compassionate people.

Twenty-seven years ago, when I first started at Mosaic Family Services, I knew I was in the right place to follow my dream of helping those who need it most. Since then, I've watched our staff do incredible work, changing the lives of thousands of refugees and survivors of family violence and human trafficking. It's truly a privilege to work with a team so dedicated to serving others.

In 2025, Mosaic provided direct services to over 2,500 individuals, including 1,579 refugees from 33 countries, 681 survivors of domestic violence, 132 survivors of human trafficking, and 112 unaccompanied minors. This impact would not be possible without your support.

I want to sincerely thank our staff, partners, supporters, donors, and community members for your dedication and generosity. In 2025, 549 volunteers gave 1,422 hours of their time. Thanks to donor support, we were able to provide life-saving help to refugees and survivors of family violence and human trafficking. Every hour volunteered, every partnership, and every donation helps survivors find healing and hope. Thank you.

Your commitment has built a strong foundation. I look forward to learning from you and advancing our mission together. I am eager to meet many of you soon and hear your ideas and hopes for the future.

Sincerely,

Mirjana Omeragic

Mirjana Omeragic
Executive Director

Board of Directors

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A word from Stephen Chen, Chair, Board of Directors

"As we look toward this next chapter, the Board is confident in Mirjana's leadership, vision, and deep commitment to Mosaic's mission. Her connection to our community and genuine passion for providing trauma-informed support to survivors and refugee families, ensure we will keep building pathways to safety, healing, and opportunity for those who come to Mosaic seeking a brighter future."

Their Dreams of *Freedom*



At Mosaic, every person who walks through our doors carries dreams - dreams that look a lot like yours. The dream to pursue an education, to provide for family, to raise a child in safety, to make their own choices without fear or uncertainty.

Each dream reflects a universal desire: to build a beautiful life and a bright future with the people they love.

Family Violence Survivors

Mosaic serves all survivors of family violence: intimate partner violence; child, teen, and elder abuse; sexual assault; and dating violence. Mosaic specializes in reaching those who are underserved and have been disproportionately impacted by abuse, including: survivors who are living in poverty, low income or experiencing extreme financial hardship; survivors who are limited English proficient (LEP); and those who are homeless due to their victimization. Many of the survivors we serve face linguistic, cultural, and systemic barriers that prevent them from accessing support elsewhere.

Human Trafficking Survivors

Human trafficking involves the use of force, fraud, or coercion to obtain labor or commercial sex. Mosaic serves all survivors of labor and sex trafficking, including men, women, minors, adults, foreign nationals, and domestic survivors. Human trafficking thrives on its invisibility and disproportionately affects economically vulnerable and minority communities.

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 healthcare advocacy, case management, and citizenship services.

Unaccompanied Minors

Unaccompanied minors are children who come to the United States without a parent or guardian. Children seek refuge in the United States for many reasons: to escape war, gangs, violence, abuse, poverty, or natural disaster, to name a few. Mosaic supports and protects unaccompanied minors upon their arrival through reunification with their family members and qualified sponsors in the United States.

Snovi: Croatian word for *Dreams*.

Croatian is the native language of Mirjana Omeragic, Executive Director.

2,504

People received direct services from Mosaic in 2025.

From Living in Fear...

At Mosaic House, survivors can begin to dream again.

Imagine moving to a new place, far from friends and family, carrying hopes and dreams of a happy life and a bright future. Then the person you trust most hurts you. You don't speak the language, you don't fully understand the culture, and you have little to no support system. What do you do? Where do you turn? For many survivors, the answer is Mosaic House, a place where they finally know they are safe.

When survivors arrive at Mosaic House, they are often exhausted, afraid, and unsure of whom to trust. **That's why every element of our shelter is designed to help survivors feel safe, supported, and empowered to begin again.**

Mosaic House is more than a shelter; it is a sanctuary. With a tranquil outdoor space, a garden for reflection, a children's play area, a library, and dedicated rooms for counseling and play therapy, it offers survivors and their families a chance to rest, heal, and rebuild. Beyond meeting basic needs like food, clothing, hygiene items, and medical care, Mosaic House provides the tools for long-term independence: onsite ESL classes, life and job skills training, and trauma-informed counseling. Every detail is intentional. Every service is a step toward healing. Every survivor is met with dignity, compassion, and hope.



256 10,928 32,784

Women and children resided at Mosaic House.

Emergency nights of shelter.

Meals were served at Mosaic House.

Onsite childcare at Mosaic House empowers mothers to earn their own income and begin rebuilding their lives, while knowing their children are safe.

Texas Council on Family Violence reports that 29% of cases reported to Child Protective Services involved family violence. Children who witness domestic violence or are victims of abuse are more likely to suffer long-term physical and mental health consequences, such as fear, emotional stress, behavioral problems at home and school, and social problems. Children who are limited English proficient (LEP) or from diverse backgrounds face additional barriers that compound the challenges of overcoming abuse.

The Children's Advocacy Program focuses on meeting the needs of children living at Mosaic House, who have often either experienced or witnessed abuse. Children receive help with school enrollment, immunizations, healthcare, tutoring, case management, counseling, licensed childcare, and much more.

143 Children received advocacy services.

112 Children received childcare.

Childcare & Children's Advocacy



...To Learning to Dream Again

Through wraparound services, survivors take the next step to accomplish their dreams.

Case Management

When a survivor comes to Mosaic, they are first assigned a case manager to help them navigate their journey and connect them with vital services. Case managers help identify survivors' full range of needs and create personalized service and safety plans for each client, serving as passionate advocates and interpreters.

324

Crime victims and their families received case management, including **272 family violence survivors** and **52 human trafficking survivors**.

Housing Program

Mosaic's Housing Program brings survivors one step closer to freedom and independence by providing housing, financial assistance, and supportive services to survivors of family violence and human trafficking. The program serves up to 13 survivor households at a time.

59

Survivors received supportive housing.

Legal Representation

The Legal Program provides free family law and victim-based immigration services to survivors of human trafficking and domestic violence.

88%

Of survivors achieved positive legal outcomes.

349

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

131

Children were represented in legal cases.

Counseling

Mosaic's counselors utilize evidence-based therapies 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 specially designed therapy rooms at the main office and shelter, in addition to individual and group counseling for adults.

215

Survivors found hope and healing through counseling.

1,693

Hours of counseling were provided.

86%

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



Insaaf: Urdu word for Justice.

Mosaic's Victim Services Manager, Meha, speaks Hindi and Urdu.



Meet Omar

When 11-year-old Omar first arrived at the shelter, he was quiet and reserved. He rarely spoke up and kept mostly to himself, often staying close to his younger brother. Though he didn't say much, Omar's kindness and sense of responsibility came through in his actions. He would help clean up without being asked and always made sure his brother was included and cared for. But when it came to expressing his own thoughts or feelings, Omar held back.

In group settings, Omar and his brother mostly spoke to each other in Urdu, even though they understood and spoke English. It was their comfort zone and a way to stay connected in an unfamiliar environment. While staff respected their need for that connection, they gently encouraged Omar to engage more with the group and communicate in English as well.

That shift began when Omar joined the SUN (Support, Unity, and Nurturing) program, created and led by an occupational therapy doctoral capstone student at Mosaic. The program was developed to help at-risk youth build emotional resilience and self-confidence, with the long-term goal of reducing vulnerability to substance use. Through small group sessions and interactive activities, the program gave Omar a safe, supportive space to explore his emotions and practice expressing himself.

At first, his responses were minimal, often just a "good" or "sure," and when asked to make decisions, he would look to his younger brother for reassurance. But as he continued participating in the SUN program, along with Mosaic's afterschool program and summer camp, Omar began to come out of his shell. Through hands-on activities focused on communication, emotional regulation, and confidence-building, he started to find his voice.



Stuart's growth is a reflection of his resilience and the power of compassionate, consistent support.

One day, Omar told a staff member, "I like attending the summer program. I have fun doing the different activities." It may have seemed like a small moment, but for Omar, it marked a turning point where he could be heard and feel seen.

His mom and the shelter staff all noticed the change. They often comment on how much happier and more confident he seems. Omar also shared that while he used to struggle with managing anger, he now knows how to calm himself down by doing things he enjoys, like drawing, playing soccer, or shooting hoops.

Omar's growth is a reflection of his resilience and the power of compassionate, consistent support. With access to Mosaic's resources and programs, he found the tools he needed to build confidence, manage his emotions, and express himself more freely.

From Fleeing Tyranny...



Since 1980, the United States has welcomed those fleeing war, persecution, and tyranny through refugee resettlement programs.

Refugees are people who have been forced to leave their homes (often with little warning and under grave threat) and seek safety in foreign lands. While some eventually return when peace is restored, many wait in refugee camps for years, holding onto hope that one day they can live in freedom. Refugees undergo the most rigorous screening process of any population entering the United States. This vetting process can take years, sometimes decades, filled with uncertainty and fear. When approval finally comes, a new chapter begins.

This is not just a journey across borders. It is a journey of resilience, courage, and the unshakable belief in the possibility of a new beginning.



When given the chance to pursue their dreams, refugees enrich the communities around them. They become entrepreneurs, homeowners, and community leaders who bring resilience, drive, and hope to their new homes.

After resettling in the United States, refugees can turn to organizations like Mosaic for support as they adjust to their new lives. From help accessing healthcare and housing to opening a bank account and enrolling children in school, these culturally informed services ease the transition and empower independence. In addition to these essential supports, Mosaic provides education and resources about domestic violence and human trafficking. Through trusted relationships with their case managers, refugees are given a safe and confidential pathway to access victim services if needed. Every connection made is an opportunity to foster safety, stability, and hope for the future.

Where are Mosaic's refugee clients from?



428	Afghanistan	80	Iraq
1	Bangladesh	1	Ivory Coast
292	Burma	1	Kazakhstan
29	Central African Republic	2	Kenya
1	Colombia	5	Malaysia
1	Cuba	1	Mexico
223	Democratic Republic of the Congo	6	Moldova
1	Dominican Republic	10	Nicaragua
1	Egypt	3	Nigeria
8	El Salvador	1	Rwanda
20	Eritrea	2	Senegal
9	Ethiopia	9	Somalia
4	Guatemala	9	Sudan
6	Honduras	385	Syria
1	Indonesia	1	Turkey
50	Iran	60	Ukraine
		26	Venezuela

..To Safety & a New Home

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 current or former refugees and asylees, fluent in English and at least one other language spoken by refugee clients, and certified as medical interpreters.

697 Refugees improved their health and quality of life through the SAS Program.

90% Of refugee clients obtained or retained health insurance as a result of services.

Uhuru: Swahili word for *Freedom*

Josephine, Citizenship Director, is fluent in Swahili and Kikuyu.

Citizenship Program

After living in the United States for one year, refugees can take the next step toward stability by applying for a green card, officially becoming Lawful Permanent Residents. Five years later, they become eligible for U.S. citizenship - solidifying their place in the community they've worked so hard to become part of. Mosaic's Citizenship and Naturalization 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.

882 Refugees received help with greencard or citizenship applications.

488 Clients became U.S. Citizens in 2025.

96% Of refugees achieved positive legal outcomes due to services provided.

Stories of Hope

Sadaf is an Afghan mother of two who was forced to flee her home country with her husband and children in 2021. After spending months on a U.S. military base, her family was resettled in Dallas, where she first heard about Mosaic through her community.

When Sadaf first met her case manager, she was struggling with depression and anxiety. She carried the weight of the trauma of war, yet she also carried dreams to become a nurse and build a stable future for her family. In Afghanistan, she had been denied the opportunity to study simply because she is a woman. During their first meeting, she asked her case manager, "Will I ever be able to receive an education and study in the U.S.?"

With support from her case manager, Sadaf began ESL classes to prepare for college, and her determination quickly became clear. She progressed to college-level coursework and enrolled at a local college to pursue her dream of becoming a nurse. At the same time, she began attending a support group at Mosaic, where she found a safe space to share her experiences and process her anxiety and depression with the guidance of a compassionate counselor.

Today, Sadaf is building the future she always hoped would be possible. In her new home, she is pursuing higher education and reclaiming opportunities that were once out of reach. She is on her way to achieving her dream of becoming a nurse and providing for her family.



Reuniting Families & Community Support

Home Study & Post Release Services

Mosaic's Home Study Program helps to safely reunify unaccompanied children with their families and/or sponsors in the United States. Staff work diligently to assess the prospective sponsor's ability to ensure a safe, secure, and caring home 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.

69

Unaccompanied children were served.

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 in order to facilitate necessary background checks on potential guardians. These children often face violence and trauma in their home country or on their journey to America. The Safe Release Support Program ensures minors are protected, cared for, and given access to the services they need.

43

Potential sponsors were fingerprinted.



Liberty in Labor

In 2024, Mosaic officially launched Liberty in Labor, a community education initiative designed to train community members about labor trafficking. The one-hour training program is available to businesses, corporations, community groups, and others who care about human trafficking prevention and response.

Mosaic is proud to be one of the few organizations in North Texas that serves survivors of both sex and labor trafficking, and have an in-depth understanding of the role we all play in addressing labor trafficking and supporting survivors. Labor trafficking is often left out of the mainstream narrative about human trafficking, and there are few resources and services available to labor trafficking survivors. By teaching North Texans what trafficking looks like, our community is more educated and equipped to prevent trafficking, and survivors are provided with access to the tools they need to find freedom and justice.

210 individuals

Received a Liberty in Labor Training.

959 individuals

Reached through direct outreach.

Powering Change through Community

Volunteer Impact - Thank you to the amazing volunteers who served in 2025!

Mosaic welcomes both group and individual volunteers to serve survivors and refugees. Volunteers tackle a range of vital tasks when devoting their time and their impact is especially seen and felt at Mosaic House. From yard work to tutoring children in the afterschool program, volunteers help meet a critical need and make Mosaic House a beautiful and welcoming home for residents. This seemingly simple gift of time and effort speaks volumes to shelter residents and creates a lasting impact for survivors.

549 volunteers
gave **1,422 hours of service** to survivors and refugees.



Volunteer Spotlight: Brasfield & Gorrie

Mosaic was first connected with Brasfield & Gorrie in 2022, when they gave their expertise, time, and resources to making critical repairs to the roof at Mosaic House. Since then, our partnership has grown! Now, Brasfield & Gorrie has become one of our most dependable volunteer partners who are always ready to lend a hand, roll up their sleeves, and get to work. Whether it's mowing the yard, leading kids activities, or helping with maintenance repairs, the wonderful team at Brasfield & Gorrie is always ready to help.

"Brasfield & Gorrie is honored to support the mission of Mosaic. The work that the team does to serve is deeply meaningful, and it's evident that staff leads with genuine compassion and purpose. Volunteering with Mosaic is more than just giving time — it's being part of something that restores strength, builds community, and reflects the heart of service in such a powerful way," said Austin Hughes, Brasfield & Gorrie Project Manager.

Thank you to Brasfield & Gorrie for your compassionate service and commitment to our community!



Client Demographics & Impact

1,579

Refugees and Asylees

Were served through the Social Adjustment Services & Citizenship Programs.

681

Family Violence & Human Trafficking Survivors

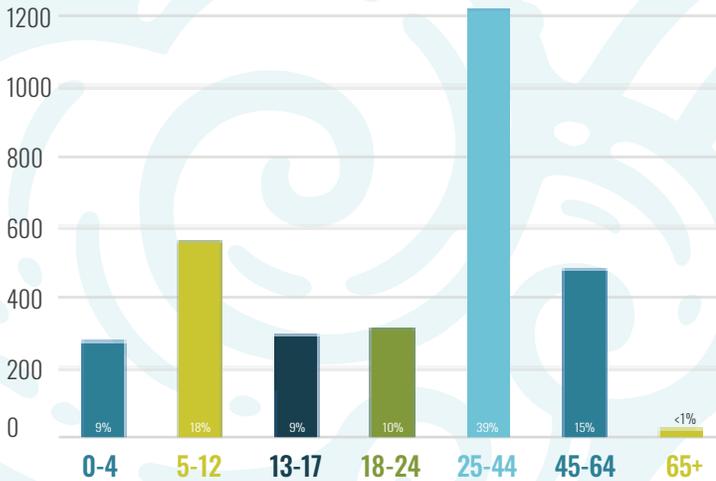
Received services such as emergency shelter, legal assistance, case management, counseling, & transitional housing.

132

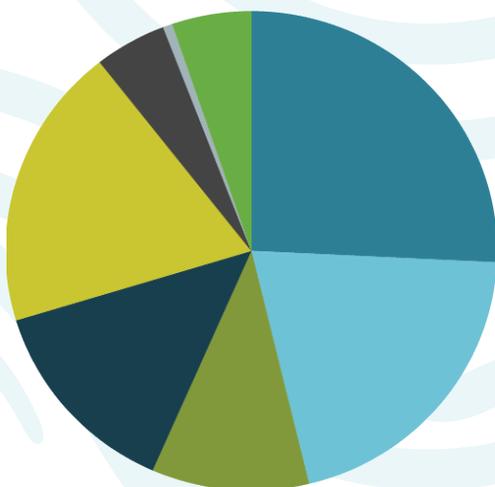
Unaccompanied Minors

Were served through the Homestudy & Safe Release Support Programs.

Clients by Age



Ethnic Breakdown of Clients



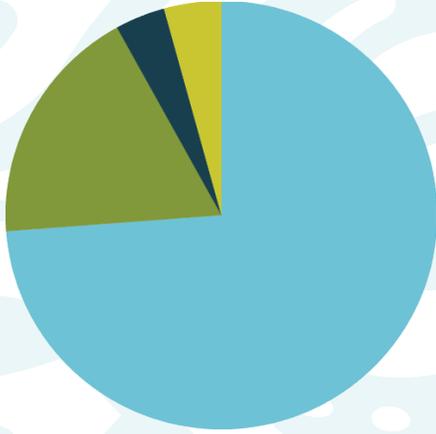
Ethnicity	Percentage
Hispanic	26%
Black / African / African American	21%
Asian - East / Pacific	10%
South Asian	14%
Middle Eastern	19%
White	5%
Native American	<1%
Unknown / Other	5%
Total:	100%

Cộng đồng:
Vietnamese word
for *community*.

Mosaic's Volunteer Coordinator, Cindy, speaks Vietnamese.

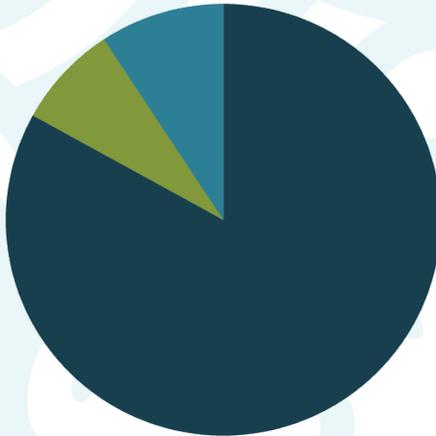
Financials

Revenue



Government Grants	\$4,650,292	74%
Foundations, Corporations & Individuals	\$1,144,926	18%
United Way	\$235,843	3%
In-kind Contributions	\$270,196	4%
Total:	\$6,301,257	100%

Expenses



Program Services	\$5,284,914	83%
Fund Development	\$492,073	8%
General and Administrative	\$587,909	9%
Total:	\$6,364,896	100%

Équilibre: French word for Balance

Emma, Chief Financial Officer, is fluent in French.

You can continue to invest in survivors by exploring ways to give.

- 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 to make a gift now!**





CHAMPIONS OF HUMAN RIGHTS SOCIETY

The Champions of Human Rights Society provides partners the opportunity to further serve refugees and survivors of domestic violence and human trafficking. As a member, you help provide high-impact support and an ongoing commitment to victims in our community, ensure culturally responsive and trauma-informed care, and empower survivors to rebuild their lives with vital wraparound services. Your support is essential to continue these critical services and to move into the next stage of Mosaic’s history.

Become a Champion

To be recognized in the Champions of Human Rights Society, invest a minimum of a \$1,500 unrestricted gift in support of 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 the Development Team, at development@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 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

CHAMPION:

Brasfield & Gorrie
OxyChem
Carrie and Steve Parsons

TRUSTED:

John Hsu
Nataly and Matt Leung
Sledge Killion

SUPPORTIVE:

Akin, Gump, Strauss, Hauer & Feld, L.L.P.
Eric and Laura Berlin
Hunt Consolidated
Julie and Bruce Hartin
Lakeisha Forté-Wells
Mike and Kate McLean
Keith and Loretta Kiser
Nelson and Ana Pinto-Alexander

IMPACTFUL:

Amy Austin
One Step Foundation
Danielle Cocanougher
John Lai
Mary Katheryn Boyle
Stephen and Elizabeth Chen

Thara Mathews
West Monroe

WELCOMING:

Anika Sutter
Bobby and Shannon Mukundan
Courtney Dooley Duphorne
Dina Saccacio
Elise Balliro
Gilbert and Marie Kouame
Lacey Duffy
Madison Dyal Anderson
Mike Jordan
Priscila Patel
Susan Diamond
Patricia Lyons and Thomas Perkins

Thank You!

Thank you to the donors and supporters who uphold **DIGNITY**, **FREEDOM**, and **JUSTICE**.



Lead Partners (Those who contributed \$10,000+)

Lesley Family Foundation The Patrick and Beatrice Haggerty Foundation Hoblitzelle Foundation
The Jonesville Foundation Lightner Sams Foundation The Rees-Jones Foundation





Meet Omar a
former Mosaic
House resident!

Learn more about
Omar by reading
his story on page
7 of this report.

Be part of a survivor's success story.

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



MOSAIC
FAMILY SERVICES

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