MOSAIC MOMENTUM

October 2026



MOSAIC
FAMILY SERVICES

Meet Jennifer!

My name is Jennifer Zavala Loyola, and I'm excited and honored to be part of the Mosaic team! I have a deep passion for serving underserved communities and supporting individuals and families as they navigate life's challenges. My commitment to compassion, integrity, and treating every person with dignity and respect has shaped my work and strengthened my dedication to the communities I serve. I'm grateful for the opportunity to bring these values to my role as Residential Director for Mosaic House and the Transitional Housing Programs, where I look forward to building meaningful connections with our clients, staff, and community partners.

As Residential Director, my priority is to ensure that every individual and family we serve feels safe, supported, respected, and empowered. It's equally important to foster an environment where people feel comfortable, build confidence, regain a sense of stability, and recognize their own strengths and potential. My role includes supporting daily residential operations, collaborating with staff to maintain a safe and welcoming environment, identifying opportunities to improve services, and helping develop programs that address the unique needs of the families we serve. I'm committed to encouraging a person-centered approach that recognizes each client's individual journey and empowers them to work toward their goals with dignity and hope.

I'm especially excited about the opportunities ahead as we continue to grow and strengthen our programs together. With the dedication, collaboration, and full support of our shelter staff, I believe we can create impactful experiences and develop programs that are engaging, innovative, and rewarding for the individuals and families who depend on our services. I value the important work each team member contributes, and I look forward to learning from one another, celebrating our successes, and continuing to make a meaningful difference in the lives of those we serve. I'm proud to be part of Mosaic and look forward to all that we can accomplish together!

Best,

Jennifer Zavala Loyola

MOSAIC
FAMILY SERVICES



Your company can make an impact!

Contact Cindy Nguyen at cindyn@mosaicservices.org to learn more about volunteer opportunities for corporate groups.

Board of Directors

Executive Committee

Stephen Chen
Board Chair

Dina Saccacio
Vice Chair

Gilbert Kouame
Board Treasurer

LaKeisha Forté Wells
Board Secretary

Mirjana Omeragic
Ex-Officio

Directors

Lacey Duffy
Bobby S. Mukundan
Manoj Sigdel
Luke Wyse
Lloyd Ruffle
Cindy Young

Volunteer Spotlight: American Airlines GSE Maintenance Team

Mosaic Family Services extends a heartfelt thank you to the American Airlines GSE Maintenance team members who traveled from out of state to volunteer at our shelter.

During their volunteer day, the team moved refrigerators, removed old dryers, assembled dressers and cribs, and even repaired our air conditioning - making a tangible difference for our shelter staff and the families we serve. Their hard work and generosity help us maintain a safe, comfortable, and welcoming environment as families work toward stability and independence.

Ron Cook shared, "My team and I had the honor giving back to the community. It was a privilege to support the great work being accomplished by Mosaic."

We are incredibly thankful to the GSE Maintenance team and American Airlines for their continued partnership and commitment to making a difference in our community. Their support reminds us how much can be accomplished when people come together in service of others.



Domestic Violence Awareness Month

For many survivors of domestic violence, the decision to seek help is not a simple one. It can mean leaving behind a home, financial security, familiar routines, and the life they had hoped to build. For others, leaving may not yet be a safe or realistic option. This October, the national Domestic Violence Awareness Month campaign calls on all of us to move beyond awareness and toward action.

The need for action remains urgent everywhere, including here in North Texas. According to the *Texas Council on Family Violence*, 160 Texans lost their lives to intimate partner violence in 2025, just one fewer than the previous year. Across the state, 128 children lost at least one parent to these tragedies.

These numbers are a sobering reminder of the lives affected by domestic violence, but they tell only part of the story. In 2025 alone, Mosaic Family Services served 676 survivors of family violence. Through emergency shelter, counseling, legal advocacy, and compassionate case management, our team walked alongside survivors and their children as they navigated difficult decisions and worked toward a future free from violence.

We recognize that meaningful support isn't just about telling someone what their next step should be, but ensuring they have the resources, dignity, and freedom to decide for themselves.

Domestic violence does not end when October does, and neither should our commitment to survivors. Whether through a listening ear, a willingness to speak up, or support for the organizations serving our community, each of us has a role to play in creating a world where safety, dignity, and freedom from violence are possible for everyone.

This month, and every month, we stand with survivors, *always*.

24/7 Mosaic Hotline: 214-823-4434
National Hotline: 1-800-799-7233



A new chapter for David

For someone who has spent much of his life navigating displacement, disability, and separation from loved ones, the hope of finding stability and a place to belong can mean everything.

When David, an elderly man navigating a physical disability, first came to Mosaic Family Services in June 2025, he was seeking Citizenship assistance. But just a few months later, he returned to our team facing an entirely different set of challenges.

After relocating to Dallas with the promise of support from a friend, he found himself in an increasingly difficult situation. To make matters worse, his wheelchair had broken months earlier, leaving him dependent on crutches to navigate daily life. Far from any family and without a strong support system in Texas, he began to feel increasingly isolated. What he wanted most was the chance to reunite with his siblings and be closer to family who could help him begin again.

When David shared his circumstances with his Mosaic case manager, he found someone willing to listen, understand his needs, and advocate for him. Although the assistance he needed seemed like a big task, his case manager was determined to explore every possible avenue of support. Working alongside Mosaic's Development team, his case manager helped connect David with the resources he needed to take a meaningful step toward independence and family reunification.

Thanks to the dedication of his case manager and the generosity of local community partners, Mosaic secured a new wheelchair and a plane ticket to reunite David with his siblings.

What might seem like two simple steps represents so much: the freedom to move through the world with greater independence, the comfort of being closer to family, and the opportunity to begin rebuilding a life with dignity and hope.

UPS delivers joy at Mosaic House!

Mosaic Family Services is grateful for our ongoing partnership with UPS, whose team supports our mission through hands-on volunteering and participation in our annual holiday toy drive.

During their most recent volunteer visit to Mosaic House, the team brought cookies and organized a water balloon fight for the children, filling a hot summer day with laughter, smiles, and unforgettable fun!

Every child deserves to experience the joy and magic of the holiday season. At UPS, we're honored to partner with organizations like Mosaic to help make those moments possible. Supporting our communities isn't just something we do - it's part of who we are," said Luis Ramirez.

We are thankful to UPS for their continued generosity in giving back to the children and families we serve. Whether helping make the holidays brighter for the children or creating joyful memories throughout the year, UPS continues to show what it means to give back to the community.



HOLIDAY
Toy & Gift Drive

You can bring joy to survivors this holiday season by donating toys and gifts, shopping our holiday wishlist, hosting a toy drive or volunteering at Mosaic House!

Each year, thanks to the generosity of our community, Mosaic provides holiday gifts and essentials to the families we serve. You can be part of this effort by **hosting a toy or gift collection** at your home, office, place of worship, or community group. Every toy and every gift helps bring joy and comfort to someone who needs it most.

Ready to get started? Email **development@mosaicservices.org** and our team will help you coordinate – whether that means arranging a pickup or scheduling a drop-off at our office.

To participate right from your home, visit our Amazon Holiday Wishlist to shop for items for our clients and have them directly shipped to Mosaic's office.

