



**IMPACT REPORT**

**FY 2019/2020**



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Co-Founder/Ex-Officio

# A Year Like No Other

**The past year has challenged us to come together like never before to fulfill our role as an essential service provider.** The rapid transformation that our dedicated staff made at the onset of COVID-19 enabled us to deliver uninterrupted services to children, youth and families who, during “normal” times, already faced significant adversity.

The impact of the pandemic, including record unemployment rates, economic hardship, school closures, and downturns in emotional health and well-being, could have paralyzed us in fear and chaos. Yet, together, we stood in strength and determination.

**We made thoughtful yet fast-paced changes that touched every aspect of our agency—programs and services, our Drop-in Center for homeless youth, communications, operations, and even our board governance.** We overhauled protocols and processes to ensure quality and safety, expanded our telehealth and technology capacity, and increased our proactive communication with our staff, clients and partners to ensure that we all stayed connected and coordinated.

As we continue to navigate the road ahead, including a critical nationwide dialogue on ending systemic racism, we are gratefully aware that our progress is made possible by our dedicated staff and supporters. **Thank you for helping The Village meet the extraordinary needs of our times.**

We are honored to share our 2019/2020 Annual Report with you.



A handwritten signature in black ink, appearing to read 'Hugo C. Villa'.

**Hugo C. Villa, LMFT**  
Chief Executive Officer



A handwritten signature in black ink, appearing to read 'Irma Seilicovich'.

**Irma Seilicovich, LMFT**  
Chief Operating Officer

# The Village In Action

## Transforming lives every day.

### OUR WORK

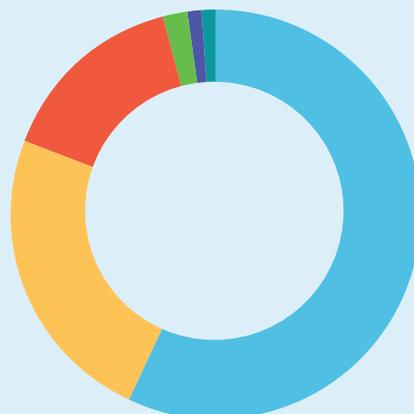
**Our work changes the narrative of what is possible for our community’s most vulnerable children, youth and families** who are experiencing adversities of many kinds: family conflict and rejection; insecure housing or homelessness; abuse, neglect and exploitation; severe emotional distress; psychiatric issues; family or community violence; immigration problems; poverty, poor education, and inadequate health care.

Our compassionate and highly skilled staff stepped up to address the impacts of COVID-19 and continue to do “whatever it takes” to meet every person’s unique needs.

- **We provide personalized, integrated services.** Together, our three core programs – Behavioral Health, Foster Care and Adoptions, and Services for Transition Age Youth (TAY) – form an integrated, comprehensive service model. All of our services are infused with The Village’s behavioral health care expertise and commitment to quality.
- **We are a trauma-informed organization.** As a long-standing, active member of the National Child Traumatic Stress Network (NCTSN), we are fully committed to providing trauma-informed services. Staff at The Village – whether in foster care, behavioral health or housing services – are trained in trauma-informed care philosophy and practice.
- **We are multilingual and multicultural.** As our team has grown to 150, we have continued to broaden and deepen the agency’s expertise in culturally sensitive service delivery. Nearly 80% of our staff are bilingual and bicultural, and the vast majority of our clinicians and social workers are trained in one or more Evidence-Based Practices.

### Who We Served

In FY 2019/2020 we served a total of **1,990** children, youth and families.



**Across all of our programs, the majority of those we served are Hispanic or Latino.**

- 57%** Hispanic or Latino: 1,127
- 24%** White: 468
- 15%** Black or African American: 294
- 2%** Other: 36
- 1%** Asian: 22
- 1%** Declined to state

<1% each, Native Hawaiian or Other Pacific Islander and American Indian or Alaska Native

## OUR IMPACT

### Ending Youth Homelessness

We know that young adults enter into, experience, and exit homelessness differently than older adults. Our Drop-In Center and programs are geared specifically to help Transition Age Youth (TAY) ages 16 – 24 access the range of services they need to achieve self-sufficiency.

Throughout the pandemic, our Drop-In Center served as an uninterrupted “essential service” for young people in crisis, distributing food and emergency supplies and connecting with homeless youth with short- and long-term housing resources.

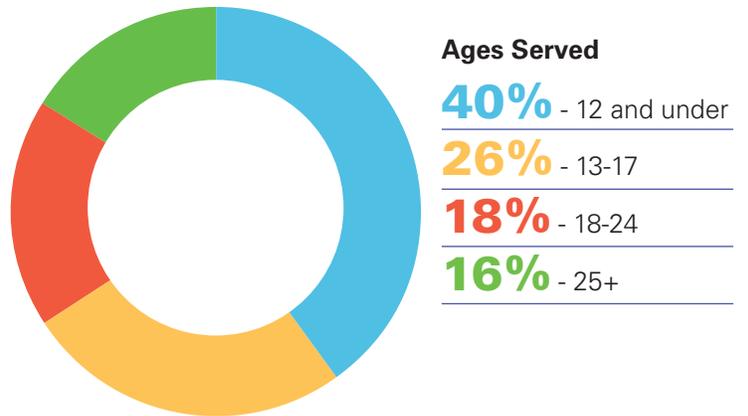


### Trauma-Informed Behavioral Health Services

From prevention to intensive therapy and support, we offer a full spectrum of multicultural, trauma-informed services.

**Total individuals served: 841**

Approximately 2/3 of our behavioral health services were provided to children and youth.

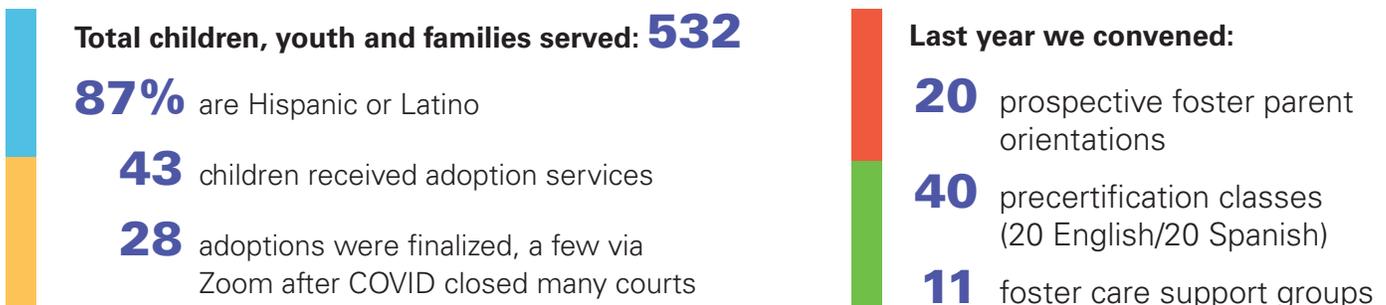


**We served 794 children and youth in our Intensive Outpatient Behavioral Health Program,** which is designed to help those who are experiencing more significant difficulties than traditional outpatient services can provide.

Average duration of services: **9 months**

### Bilingual, Bicultural Foster Care and Adoption Support

Many foster children and youth come to us with complicated histories of multiple placements and serious trauma. Our service-rich approach ensures that all foster children are carefully assessed for strengths and needs and provided with the behavioral health, education and supportive services needed to equip them with the tools to reach their full potential.



## Ending Youth Homelessness

# From struggling to standing strong.

### Judgment-Free Zone

*The Village's Drop-In Center is a valuable resource for youth transitioning to adulthood and independence.*

**At 18, Matthew was living on a friend's couch.**

Estranged from his parents, he had no home, no job, no support and no resources. Every day became a struggle to survive.

"I never lived on sidewalks or bridges," Matthew says, "but couch-surfing is a form of homelessness. I knew nothing about finances or housing or getting a job. I needed help."

At school, Matthew learned about The Village and its Drop-In Center for homeless youth. First, he came for a meal; then he got to know the staff. "They are experienced adults whose sole job was to be there for me and help me get on my feet," he says. He got involved working on special projects for LGBTQ youth like himself. Besides getting answers to his questions, he received job counseling, housing information and resources to pursue.

With guidance from The Village's therapists, Matthew was able to forge a strong, trusting relationship with his parents. They watched him speak at an event for Latinx parents of gay children and attended a workshop that helped them better understand their son and the LGBTQ community.

Today, Matthew is a confident 22-year-old who will soon graduate with a degree in journalism. He knows where he is going, and he has the knowledge and resources to achieve his goals.

"If you feel lost and have questions," he says, "The Drop-In Center is a judgment-free zone where you can get answers safely and confidentially."

**Getting in to see a doctor can be particularly challenging for homeless youth.**

That's why The Village teamed up with and co-located our Drop-In Center with Valley Community Healthcare (VCH). This innovative "co-location collaboration" is the first of its kind for a youth Drop-In Center in the Los Angeles area, and it is proving to be an excellent model.



*I knew nothing about taxes or housing or getting a job. I needed help. ”*

*They are experienced adults whose sole job was to be there for me and help me get on my feet. ”*



“

*It's gratifying to hear staff describe how their clients are growing and improving. At the same time, it's great to see them growing as clinicians. ”*

## Behavioral Health Services

# Healing Trauma with Intensive, Team-Oriented Care

## Reaching Out to Help More Children and Families

*Call The Village's Southeast Los Angeles location, and the voice you'll likely hear is that of its director.*

### **Liliana Hernandez understands the importance of having personal contact with clients from the outset.**

The Village's regional facility in Huntington Park serves the area's mainly Spanish-speaking residents — often families in crisis, children in foster care, and youth living on the streets.

A licensed marriage and family therapist, Liliana supervises five other therapists and collaborates with other Village colleagues, schools, community organizations, and local and county agencies to ensure their clients receive all needed services.

She credits their success with The Village's team approach — a group of specialists with shared responsibility for their client's progress. One team may include a therapist, care coordinator, rehab specialist, a psychiatrist, and others, depending on the client's individual needs.

"Kids in this area hear a lot about immigration and ICE raids," she says. "One client's grandson was afraid to attend school because he didn't want to come home one day and find her gone." A team provided resources for the grandmother along with therapy and coping skills for the boy, who is back in school.

Helping area residents overcome the cultural stigma of seeking mental health services is a challenge. And the COVID-19 pandemic meant fewer face-to-face visits and more distance learning and distance therapy. But the rewards, says Liliana, outweigh the challenges.

"It's gratifying to hear staff describe how their clients are growing and improving," Liliana says. "At the same time, it's great to see them growing as clinicians. Everybody benefits!"

**The Village's Wraparound Team helped 80 children and youth** by delivering intensive family-centered treatment and support on a 24/7 basis. Under the Wraparound Model, The Village's staff, parents, relatives, friends, schools, faith-based, and other community organizations unite to help each family. Our para-professional Parent Partners go into family homes to provide resources and help support and empower parents and caregivers.

## Foster Care & Adoption

# Children Thriving in Stable, Loving Families

### The Hardest Job You'll Ever Love

*A chance encounter with a foster child changed Rachel and Anthony's lives forever.*

**Rachel teaches high school history. Her husband, Anthony, is a high school guidance counselor.** One day at school, a student told Rachel about her experience as a foster child.

"This young lady had two young brothers," says Rachel. "I was amazed at her commitment to keeping the three of them together. She needed a support system. I decided I wanted to help other children like her."

After an extensive online search, Rachel and Anthony found The Village Family Services.

"We wanted an agency that is committed to foster parents and provided support services," Rachel says. Impressed with The Village's foster care program and its favorable reviews, the couple signed up for orientation and training.

"Prospective foster parents should come with open arms and a huge heart," says William Martinez, The Village's Director of Foster Care, Clinical Recruitment and Training. "Most foster children need a loving home with individual attention, routine structure and love."

Today, with ongoing support from The Village, Rachel and Anthony have successfully fostered ten children. Key to their success has been their ability to be flexible and adapt to ever-changing circumstances.

"There are a lot of unknowns in fostering a child," says Anthony. "You can't come with expectations. You're there to provide space and love for someone in need."

Martinez stresses that for those who become foster parents, "It's going to be the hardest job you'll ever love. And it's worth it."

### Intensive Services Foster Care (ISFC):

The Village is one of a small number of agencies in Los Angeles County certified to provide ISFC for foster children with high-level emotional and behavioral needs, including children with a history of complex trauma, psychiatric hospitalizations and failed placements. ISFC is the highest level of care in California provided by approved Foster Family Agencies and uses specially trained foster families as an alternative to group homes or community treatment facilities. ISFC foster parents work with one high-risk child at a time and receive special training and support from our staff. **Last year we served 41 foster kids in the ISFC program.**



“

*We wanted an agency that is committed to foster parents and provided support services.”*

# Leading with Passion and Purpose

**Community partnerships are a core value at The Village.** We know we are stronger and more effective in meeting the needs of our clients and our community when we work in partnership with other agencies, schools, and government.

**Community Health and Empowerment:** Leading a community dialogue on racial justice is one of the ways The Village is providing a safe and supportive space for practitioners, clients, and community members to reclaim their power, building resiliency and rekindling hope.

**“We provided a safe space for participants to talk openly about the impact of racism, police brutality and the pandemic on their lives.”**

**Teaching the Power of Positive Parenting:** Participants in The Village’s free community Positive Parenting Workshops shared a strong desire to build parenting skills to help their children learn self-discipline, feel confident, and create lasting, loving bonds. Throughout the virtual, 10-week program, Village facilitators covered a different topic each session and provided practical tools to parents.

**“Although the parenting workshops are free to the public, the discussion and guidance that is shared is invaluable.”**

**Leading a Community Model to End Youth Homelessness:** For five years, we have proudly served as the lead agency in SPA 2 for Los Angeles County’s Youth Coordinated Entry System (YCES), bringing together 30+ organizations in the San Fernando and Santa Clarita Valleys to help homeless youth access housing, supportive services and a community of positive peers.

The YCES is a decentralized, “no wrong door” approach to serving houseless youth. YCES partner agencies reach out to youth and young adults ages 16-24 experiencing homelessness and housing instability and provide a three-phased process of engagement, assessment, and connection to housing and services.

As we move forward, we are expanding our network and bringing trauma-informed best practices to all the organizations serving homeless youth.

**Homelessness among youth age 18-24 increased by 58% in SPA 2 in the past year.**

Source: 2020 Greater Los Angeles Homeless Youth Count



## Meeting the Highest Standards

**Commitment to Quality:** For more than 50 years, the CARF seal has been the hallmark of quality in human services. The Village is proud to have earned accreditation by the International Commission on Accreditation of Rehabilitation Facilities (CARF) for its Adoptions, Foster Care, Mental Health, Wraparound, and Drop-In Center services.

**Top Nonprofit:** Each year, the California Association of Nonprofits (CalNonprofits) invites Assembly members and State Senators to recognize an outstanding nonprofit in their District that is making a difference in their local community. We were honored and grateful to be named the 2020 Nonprofit of the Year by Assemblymember Luz Rivas of the 39th District.



# The Village Family Services

## Community Model to End Youth Homelessness



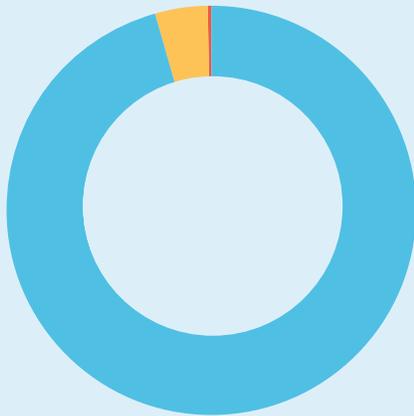
### Guiding Principles for Youth-Centered Approach

- Age Appropriate
- Evidence-Based Solutions
- Trauma-Informed Services
- Culturally Sensitive Programming
- Inclusion, Belonging, and Positive Peer Support
- Focus on Prevention and Early Intervention



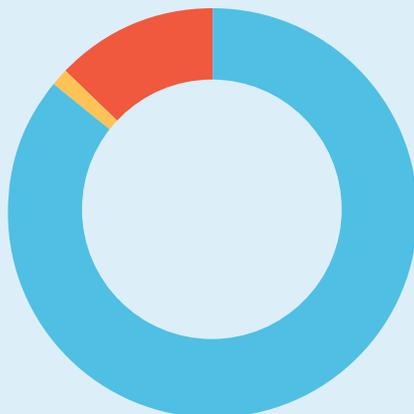
## FINANCIAL STATEMENT

The Village Family Services is primarily funded by private donations and program service contracts. Our financial statements are audited annually. The condensed financial statement was extracted from the audited consolidated financial statements. Complete audited consolidated financial statements are available upon request.



### Revenue 2019/20

<b>Program Contracts</b>	\$18,379,227
<b>Contribution &amp; In-Kind Support</b>	\$841,872
<b>Other</b>	\$5,286
<b>Total</b>	\$19,226,385



### Expenditures 2019/20

<b>Program</b>	\$16,290,339
<b>Fundraising</b>	\$280,711
<b>General &amp; Administration</b>	\$2,393,782
<b>Total</b>	\$18,964,832

# You make it all possible.

## Thank you to our generous donors.

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### \$500 - \$999

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Erika Endrijonas  
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Foundation  
Kevin Stricklin  
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Village Arts

### Under \$500

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Donations received  
July 1, 2019 –  
June 20, 2020





**Headquarters**

6736 Laurel Canyon Boulevard  
Suite 200

North Hollywood, CA 91606

**telephone:** 818-755-8786

**email:** [Contact@TheVillageFS.org](mailto:Contact@TheVillageFS.org)

**Drop-In Center  
for Homeless Youth**

6801 Coldwater Canyon Avenue  
North Hollywood, CA 91605

**Family Wellness Center**

6728 Seville Avenue  
Huntington Park, CA 90255



the **village**  
family services

[thevillagefs.org](http://thevillagefs.org)