FACES SF

Educate Transform Empower

2019 ANNUAL REPORT

A Letter From Lawland

We have closed out another fiscal year and are proud to present our 2019 Family and Child Empowerment Services - San Francisco (FACES SF) Annual Report. This past year we continued our mission to nurture, teach, and empower San Francisco's children and families. We have refined our Family Child Care Home Education Network of 45 licensed home child care providers in San Francisco, placing children from low-income families in culturally enriched and tailored arrangements. Once again, our Workforce Program increased our contracts with SFO and MUNI, allowing us to double our efforts, and initiate CityDrive. We have supported economic growth in the communities we serve and work tirelessly to level the playing field for our clients.

What is more, we are working to expand our social impact beyond our three branch programs to advocate for the importance of early child development beyond our city limits to the broader state of California. As one of the leading members of the California Coalition for Early Learning (CCEL), we work with other Title 5 providers to secure better wages for our teachers and increase funding through policy enhancements at the City and State level. I strongly believe that the next 5 years are crucial to our Early Childhood Education community and our chance to make a significant impact that will be evolutionary.

I am proud of FACES SF's progress in supporting San Francisco's families and children in contemporary America by leading them to equity and opportunity. We are also excited to welcome some new faces to our Board of Directors who will help us continue our fundraising efforts. They bring talent and innovative ideas to the table. Along with our Leadership Team, we are going to have another great year and decade.

I sincerely appreciate our donors and volunteers for your time and dedication in helping to create a future that our children and families can embrace. That is what motivates me each and every day.

In gratitude,

Lawland Long
Chief Executive Officer

:-)

1,500
COUNSELING HOURS
569
CHILDREN AGES 0-5
2,086
WORKFORCE SERVICES PROVIDED
190
CHILDREN AGES 5+

WHO WE ARE

We are a trusted resource supporting working families to be healthy, independent, and financially stable.

Family and Child Empowerment Services San Francisco (FACES SF)

FACES SF is protecting economic and cultural diversity in San Francisco by providing working families with early childhood education, crisis intervention services and job training and placement opportunities, all onsite at each of their outposts across the city.

FACES SF provides critical assistance to low income families citywide with a focus in the Haight-Ashbury, Western Addition, Visitacion Valley, and Bayview-Hunters Point neighborhoods in the following areas:

- Early Childhood Development
- Workforce Training
- School Age Enrichment Programs
- Family Support Services

WE ARE MAKING A DIFFERENCE

ONE

We are supporting the Bay Area's thriving economy by providing affordable services that will keep these families in our city and allow them to thrive.

TWO

There are no other ECE services in San Francisco for working families struggling to stay afloat in the neighborhoods that we serve. We service 500+ kids per month, but there are 10,000 children under 5 who fall under our demographic.

THREE

In addition to our preschool education services and after school programs, every family enrolled with us receives family support services on site. Additionally, we offer workforce training and job development services to all residents of San Francisco.

EARLY EDUCATION

Early Childhood Education (ECE) is more than preparation for primary school. It aims at the holistic development of a child's social, emotional, cognitive, and physical needs in order to build a solid foundation for lifelong learning and well-being.

What our parents thought* in 2019

Our parents, guardians and caregivers were 99% satisfied (79% were very satisfied) with the overall quality of our program.

99% of our parents felt their children are safe in the program.

Over 95% feel that having child care helps them keep their jobs and or enables them to attend educational or training programs.

In addition, over 60% are able to accept a job or secure a higher paying job.

We keep getting better

An increase of 5% in our parents satisfaction of our health and safety policies and procedures.

An increase in staff training and coaching which leads to higher quality programs.

*This data comes from our Parent Survey 2018-2019 FY. The survey was given to 451 enrolled families and we collected 381 of them (84%).

CHILD DEVELOPMENT

This year, FACES SF's Infant and Toddler Program in Hayes Valley, received the highest classroom ratings our agency has ever had from our assessors.

We are proud to incorporate above standard ratios in our classrooms: 1:3 for infant, 1:4 for toddlers and 1:8 for our preschool children.

We expanded our Family Support Program based out of Bayview to our Masonic and Hayes Valley location, including parent breakfasts, a weekly food bank, and parent picnics.

Thanks to our existing partnerships in our **After school Program,** we offered a variety of activities such as skateboarding, STEM, yoga, basketball, dance, gardening, and cultural cooking. These classes provide the students with the tools to become critical thinkers and create a sense of self and heart. We continue to offer several special activities during the summer like sailing and surfing camps and Lego robotics.

Center-Based Program Demographics (Ages 0 to 5)

Other Demographics:
Special Needs = 9%, Low/Moderate Income = 98%, English Learners = 10%, Families Paying Full Fee = 2%

Meet Glenn and Sarah

Glenn, Sarah, and their two boys joined the FACES SF family 8 years ago and graciously offered to share their experience in our Infant and Toddler and Preschool Programs.

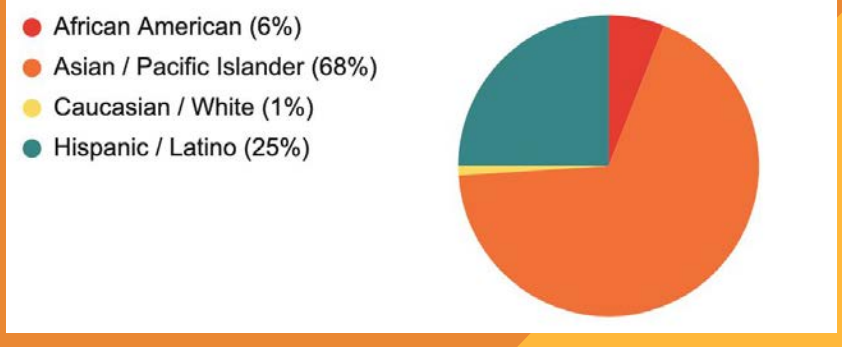
“When we were searching for childcare for our oldest son, we were looking for high-quality childcare that was safe, nurturing, and educational. Luckily, we found FACES SF where our oldest attended until kindergarten and our youngest started at 3 months old. We have been incredibly satisfied with the care our children have received. Our oldest was well-prepared to start kindergarten, and our youngest reminds us on a daily basis how much he loves school.

One of the many reasons we chose FACES SF was the incredible diversity we saw in the classroom -- both in the teachers and the children. It meant so much for us that our children, two African-American boys, be in **a setting where there were other children that looked like them and where they were exposed to the richness of different cultures and backgrounds** in San Francisco. Because of his peers and teachers, our oldest son developed this incredibly positive self-image of himself as a young Black male. **He left preschool believing in his ability to achieve whatever he desired, proud of his identity as an African-American male, and excited to explore the world and to start elementary school.** Although we are grateful for the many strengths FACES SF helped our children develop, we are most appreciative of the confidence it instilled in our children, the belief that they could accomplish all things, and the beauty they see in themselves and the other children they befriended.“

ABOUT FCCHEN

This past year, FACES SF has developed its own Family Childcare Home Education Network (FCCHEN), which is overseen by our long time FACES SF team member, April Bacsafra. We currently have a network of 45 home-based childcare providers in the city. Our providers offer subsidized early childhood education and ensure that the children in their program have **a safe and loving alternative to center-based care**. FACES SF works with licensed home care providers who deliver **services in English, Spanish, and Chinese.** Our network's primary locations are in the Southeast neighborhoods of San Francisco, including Bayview-Hunters Point, Excelsior, Portola and Visitacion Valley. The homes are modeled after small preschools and meet our safety, health and academic standards. The creative-based curriculum emphasizes **language development, self-help skills and socialization**. This program allows FACES SF to expand our services to different communities in the city and serve more families. Currently we have 243 children enrolled in our Family Child Care Home Education Network.

Home-Based Program Demographics



Other Demographics:
Special Needs = 1%, Low/Moderate Income = 100%,
English Learners = 90%, Families Paying Full Fee = 0%

WORKFORCE DEVELOPMENT

This year, our Workforce Program secured a new contract with the City and County of San Francisco. The City established a new program called CityDrive, a free, accelerated training program designed to increase the number of qualified, Class B, licensed drivers in the City. Our Workforce Program supported former Chariot drivers -- who were laid off -- by creating and implementing the training program that resulted in securing new employment with the Municipal Transportation Agency (MUNI).

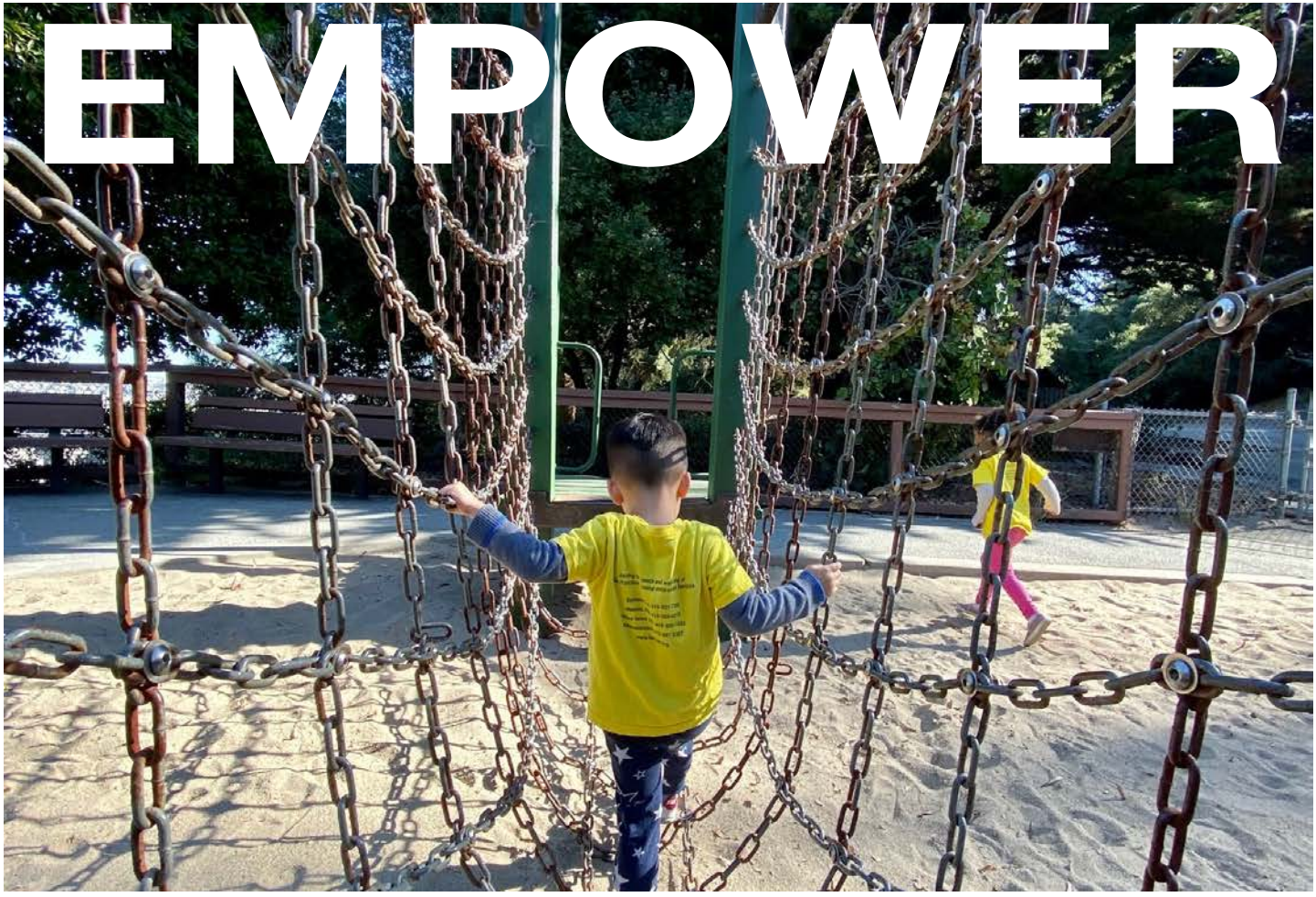
We are proud to announce our 2019 results.

- 244 job seekers successfully placed
- 3,113 client check-Ins
- 526 event attendees
- 53% of our clients are women, and 21% of our clients call District 10 in San Francisco their home
- 100% revealed that our program helped to secure sustainable employment or pursue new educational opportunities

Meet Amy Fung

Amy Fung, a client of Visitacion Valley Neighborhood Access Point (VVNAP), received assistance in finding employment from our staff member, Kenny. Amy was given information about our referral program for employment at California Pacific Medical Center (CPMC). Kenny then assisted Amy in applying for two positions on the CPMC website. Amy's computer skills were limited and Kenny provided extra training so the applications could be submitted. Kenny didn't stop there, and encouraged her to look at all the different job opportunities in San Francisco. In August, Kenny found a job opening for an Environmental Services Technician II at Covia - San Francisco Towers, and helped her fill out the online application. In September, Amy received the great news that she was hired for the position. Amy is grateful for the help and guidance she received at VVNAP. "Thank you for not only helping me obtain a job, but also providing extra information to help out with other things in my life."

EMPOWER



Empowerment is a key factor in building resilience which enables children to bounce back from whatever life throws their way. When children understand that they are powerful creators in their own worlds, they develop a sense of self-respect, enabling children to better respect and value others. A confident, independent child has the best chance of being an effective learner and shaping an amazing future for themselves.

FAMILY SUPPORT SERVICES

Our Family Support Program is offered at all three Child Development Centers and is a crucial part of the holistic nature of FACES SF. This program provides mental health and referral support services to all our families, children, parents and caregivers.

This year, FACES SF was excited to announce the completion of the Family Engagement Grant at our Hayes Valley location, which finally brings family services to our Hayes Valley Infant and Toddler Center.

We also hired a full time Inclusion Specialist to meet the special needs of our enrolled children and incorporated new psychoeducational services to every classroom (art groups, movement groups, and Peace Place groups).

Our Services

Therapy Services
Individual, group, and family therapy

School Services
Psychoeducational group (ex. Peace Place), classroom observation/classroom or teacher support

Parent Support Services
Housing, employment, check-ins, Parent Partnership Program, and family events. This include our weekly breakfast.

Community Inclusion
Classrooms that are all inclusive have our Specialist assigned to meet special needs of the children including students with Autism and IEPs.

Case Management
Managing linkage, services, referrals, and providing milieu support

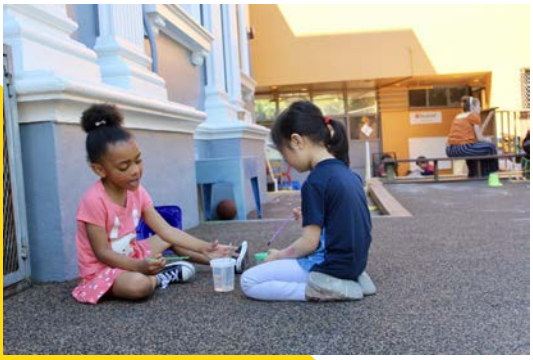
Linkage and Referrals
Connecting families with resources outside of FACES SF.

Our Family Support Program offered support to 184 children and families in 2018-2019.

37% are enrolled in our afterschool program at Bayview

35% are enrolled in preschool at Masonic

28% are enrolled in preschool at Bayview



Our families want the best for their children and to nurture their growth and development. Our families often face additional challenges like trauma, stress, and financial strain. Some of our families may become overwhelmed and find it difficult navigating and seeking social and emotional support for themselves. Our program helps families access a broad array of supports and services including formal supports such as parent-to-parent connections and the system of community services that promote the well-being of families and their children.

We aim to:

- **Increase the strength and resilience of families**
- **Support parents and their children to achieve their full potential**
- **Help families make critical connections to other families and resources in the community**
- **Provide individualized, family-driven support that respects family culture, values, and preferences**

Off to the Races with FACES
Saturday, May 1, 2019
Tabletop Tap House

We grabbed our hats and gathered with family and friends to raise money for our Family Support Program...Kentucky Derby style.

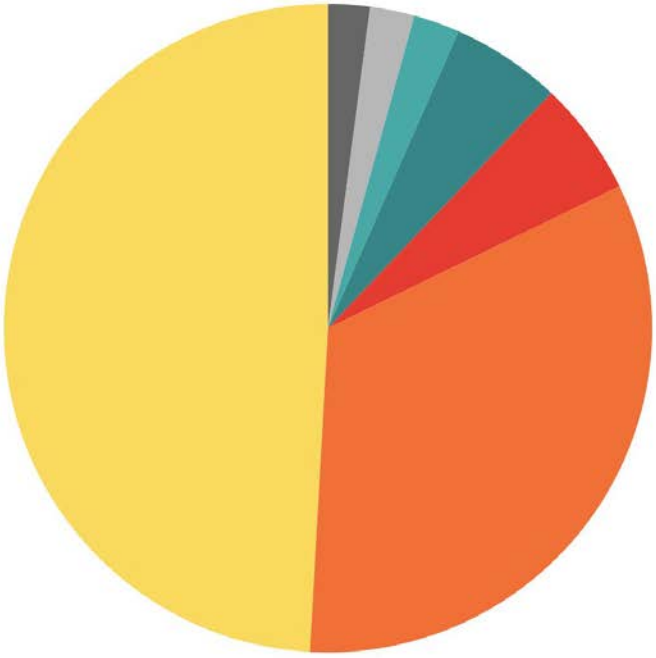
Hosted by Don Bleu and sponsored by ***Doherty Restoration Inc. and The Green Cross. We were also supported by City National Bank, Deckhand, Inc., and Hope Blooms.***

Fun was had by all, signature items were won, friends were made, and Mint Juleps were consumed. We closed out our inaugural Kentucky Derby themed fundraising event with our Derby Hat Contest! Thank you to our all guests for attending our annual Spring event. See you in 2020!

FINANCIALS (FY 2018-19)

EXPENSES

- Administration (2%)
- Family Support Services (2%)
- Fundraising (2%)
- Afterschool (5%)
- Workforce Development (6%)
- Early Childhood / Preschool (33%)
- Family Childcare Network & Provider Payments (49%)



REVENUE

Government	$11,015,035
Program Service Fees	$468,076
Corporate & Foundation Contributions	$470,909
Investment Income	$158,848
Total	$12,112,868

SUPPORTERS

Acrisure LLC
Alexia DePottere-Smith
Alexis Aragon
Anonymous
April Bacsafra
Arlein Francisco
Ashok Janah
AT&T United Way Employee Giving
AutoDesk Foundation
California School-age Consortium
Catherine Whitcanack
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Chandler Graddick
Chariot Transit Inc
City National Bank
DCYF
Deckhand SF
Derek Carey
Dodge & Cox Investment Managers
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Eric Sutton-Beattie
Erik Larson
Fidelity Charitable Gift Fund
Frances Doherty
Gary & Ilene Katz
Gary Banks
Genentech Foundation
George Brewster
GIC Real Estate, Inc
Giles Li
Jack Doty
Jackie Chen
James Jackson
Jay Henderson
JFK Fire Protection
Jim Lawrence
John & Donna Buoymaster
John Chow
John Molloy & Susanna Kerstholt-Molloy
Jonathan Wang
Julie M. Poelstra
Kai Wen Zhi
Karen Wing
Kaye Foster
Keith Robertson
Kevin Hickey
Kevin Reed
Kim Wong
Kristin Lyseggen
Kristina Edmondson
Kristy K Tran
Laura Murphy-Wilkens
Lawland Long
Leann Yu
Lenny Lieberman
Leon Mwotia
Li Jun Deng
Lifetouch National School Studios
Lisa Murphy
Lisa Peters
Liyundeng Deng
Margaret & Charles Charnas
Margot Golding
Marian & Roger Gray
Melissa Chan
Michael Daine
Michele Downing
Mimi & Peter Haas Fund
Miranda Waters
Monica Walters
Network for Good
Ni Zhen
Nuala Murphy
Paula Murnane
PG&E Company/Employee Giving
Qimei Li
Ravneet Dhaliwal
Renita Jones
Richard Chan
Rob Mayberry
Roberta F. Borgonovo
Saikat Paul
San Francisco Foundation
North Baker Trust
Sara O'Hearn
Schwab Charitable Fund
Sean Grogarty
Seiko Velder
Sharam Kohan
Shirley Harris
Smart and Final Charitable Foundation
State Street Foundation
Stella Jones Foundation
Stubbs Group
Su-Moon Paik
Susan Ang
Susan Caston
Terri Y. Sonoda
Terry Lynn Rolleri
The University Corporation, SF State
Thomas J. O'Connell
Thomas Murphy
Trent Adams
United Airlines Employees
United Way Bay Area
United Way California Capital Region
Vista Wealth Management Group, LLC
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William G. Gilmore Foundation
Xiao Xia Zhen

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Clinical Supervisor & Family Support Director

MARGARET CHARNAS
Enrollment Director

APRIL BACSAFRA
Family Child Care Home Education Network Director

LINDSAY NIERI
Human Resources Director

ALEXANDRIA ALBRIGHT
Executive Assistant & Operations Manager

JOIN US

So many ways you can make difference

Transform, nurture, empower. We couldn't do what we do without our volunteers and donors. Join us and help us continue to make a difference for the children and families of San Francisco. Become a volunteer, donate to one of our programs, be a corporate sponsor, or be part of our advocacy efforts… there are many ways to get involved! Every contribution from you helps make positive changes and enriches the lives of San Francisco's youth and families!

- **Donate**
  - www.facessf.org/donate
  - US mail - 1101 Masonic Ave., San Francisco 94117
  - Text facessf to 4321
- **Volunteer**
  - Day-of Volunteer
  - Event Planning Committee
  - Board Member
  - Special Projects

OUR LOCATIONS

BAYVIEW CHILD DEVELOPMENT CENTER
FAMILY SUPPORT PROGRAM
AFTER SCHOOL PROGRAM
100 Whitney Young Circle
San Francisco, CA 94124
Phone: (415) 821-7550
Fax: (415) 821-0442

HAYES VALLEY CHILD DEVELOPMENT CENTER
305 Buchanan Street
San Francisco, CA 94102
Phone: (415) 552-1535
Fax: (415) 552-1536

MASONIC CHILD DEVELOPMENT CENTER
ADMINISTRATION OFFICE
1101 Masonic Avenue
San Francisco, CA 94117
Preschool Center Phone: (415) 355-0210
Administration Office Phone: (415) 567-2357
Fax: (415) 355-0212

VISITACION VALLEY
NEIGHBORHOOD ACCESS POINT
1099 Sunnydale Avenue, 2nd Floor
San Francisco, CA 94134
Phone: (415) 239-8705
Fax: (415) 239-8700

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