The purpose of Support for Families is to ensure that families of children with any kind of disability or special health care need, and the providers who serve them, have the knowledge and support to make informed choices that enhance children's development and well-being.

We promote partnership with families, professionals and the community at large, because it is through partnership that we create a community where our children can flourish.
Dear Friends,

Another milestone anniversary: a time to reflect, celebrate, and look ahead...

When our founders, Joan Cassel, Helen Rossini, and Marge Zeidman began answering calls from a handful of parents about the special needs of their children in 1982, they probably had no idea that, 35 years later, more than 2,000 parents and caregivers every year would be using one or more of Support for Families’ many services – and letting us know how grateful they are for the information and support they received.

In the past five years alone, we have:

- Opened an exciting new Assistive Technology Lab that allows families to try out both high-tech and low-tech approaches that can help their children learn and communicate;
- Re-organized our library and drop-in spaces at the Family Resource Center to make them more welcoming for families;
- Developed new partnerships with cultural institutions and community organizations and worked collaboratively to help them develop more welcoming environments for our children;
- Greatly increased our involvement with early intervention efforts, including developmental screenings and early education professional development so young children with special needs can receive more timely, appropriate, and inclusive services;
- Worked with partners around the state to develop and implement innovative leadership training that prepares more parents to make their voices heard on issues important to families of children with special needs.

In our 35 years of service, our staff, board members, donors, funders, and volunteers have worked hard to keep Support for Families focused on its mission and goals. We’re proud of what we’ve accomplished since our founding, and are looking forward to continuing to work towards a world where all children – including those with special needs – can grow and flourish.

Diego Valderrama
President, Board of Directors

Juno Duenas
Executive Director
Services and Reach

While working directly with families, Support for Families also collaborates with agencies and service providers in San Francisco and throughout California to improve the services and systems that affect families of children with special needs.

SUPPORT FOR FAMILIES
Information • Education • Family-to-Family Support

Statewide Collaborations and Projects

- **Family Voices of California (FVCA)** is a Family to Family Health Information Center of the US Maternal Child Health Bureau. SFCD serves as the coordinating agency for this coalition of California parent centers working to improve policies and systems of care for children with special health care needs. FVCA is a member of a national Family Voices movement. SFCD coordinates FVCA’s annual Health Summit and Legislative Day as well as its **Leadership Project** that trains family members in advocacy.

- **Family Resource Centers Network of California (FRCNCA)** is a statewide collaboration of centers providing peer support for families of children with special needs. SFCD also coordinates FRCNCA’s **Early Start Plus (ESP)** (formerly Prevention Resource and Referral Services) to help family resource centers ensure the timely delivery of outreach, information, and referrals for “at risk” babies in the state.

Family Resource Center

- Phone Line and Drop-in Center staffed by Family Resource Specialists
- Resource Library and Information Packets
- Parent/Professional Workshops, Clinics and Trainings for Caregivers and Professionals
- Assistive Technology Lab
- Support Groups
- Volunteer Parent Mentors
- Newsletter, Website, Social Media
- Annual Information & Resource Conference
- Case Management
- Child Care while families receive services
- Recreational and Social Events for Families

Local Collaborations and Projects

- **SF Inclusion Networks** is a professional development center working to advance the capacity of early care and education staff to create rich environments where children with and without disabilities learn and grow together.

- **Special Needs Inclusion Project (SNIP)** provides training and support to help after-school programs create positive inclusive experiences for all children.

- **Help Me Grow** (formerly the **High Risk Infant Interagency Council**) brings together agencies for problem solving and systems improvement for children 0-5 with special needs.

- **Mission Promise Neighborhood**. Support for Families is a member of this collaboration based on the Harlem Children’s Zone model. MPN is building a comprehensive, integrated framework of evidence-based services in San Francisco’s Mission District aimed at student achievement and family economic security. SFCD is providing development screenings and links to early intervention services.
Children with special needs and their families come from all walks of life and all income levels. Because Support for Families has no eligibility requirements, we can respond to families of children with any kind of disability or special health care need — and even when families just have a concern. The data below is from the 2,337 (unduplicated) parents and caregivers who had consultations with a Family Resource Specialist and/or attended a Support for Families workshop, support group, or event in 2017.

### Ages of Children

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
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<tr>
<td>0-2</td>
<td>26.2%</td>
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<tr>
<td>3-5</td>
<td>17.4%</td>
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<td>6-11</td>
<td>18.3%</td>
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<td>15-18</td>
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<tr>
<td>23+</td>
<td>1.7%</td>
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<tr>
<td>Unknown</td>
<td>10.1%</td>
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### Primary Special Needs of Children

*Based on 817 children whose families reported a primary need.*

- Autism Spectrum: 25.2%
- No I.D.E.A. Disability: 27.5%
- Speech or Language Impairment: 9.4%
- Suspected/At Risk: 7.3%
- ADD/ADHD: 6.1%
- Developmental Delay: 5.3%
- Other Health Impairment: 5.0%
- Intellectual Disability: 3.4%
- Specific Learning Disability: 2.7%
- Orthopedic Impairment: 1.7%
- Emotional/Behavior: 1.5%
- Genetic Disorders: 1.5%
- Deaf-Hearing Impairment: 1.2%
- Multiple Disabilities: 0.6%
- Mental Health: 0.2%
- Traumatic Brain Injury: 0.2%
- Visual Impairment/Blindness: 0.2%
Families tell us about the impact of Support for Families on their lives:

In surveys following Support for Families workshops...

- **95.9%** of 171 parents agreed or strongly agreed that the training provided them with strategies to advocate effectively for their child.
- **99%** of 87 parents agreed or strongly agreed that they were better prepared to participate in decision making processes.
- **99%** of 86 parents agreed or strongly agreed that they were better prepared to communicate more effectively with professionals and/or work with schools.

**Primary Languages of Families**

- English: 43.9%
- Spanish: 24.4%
- Cantonese: 12.8%
- Other/unspecified: 21.8%

**Ethnicities of Families**

- White/European Amer: 12.1%
- Hispanic/Latinx: 25.8%
- Asian/Pacific Islander: 18.9%
- African American: 4.2%
- Multiracial: 2.6%
- Other: 1.3%
- Unknown/Declined to state: 35.2%
Information

Families raising a child with disabilities and professionals working with families need to understand their child’s special needs and learn about resources. Support for Families offers several ways to obtain this vital information.

The Support for Families Phone Line and Drop-In Services at the Family Resource Center offer families and professionals information, resources, referrals and guidance. Family Resource Specialists provide family-to-family information in English, Spanish, Cantonese, and Mandarin. Our bilingual Social Workers provide case management and short-term counseling when needed. Families have access to a computer on site, where staff members are available to help them find online resources.

The Joan Cassel Memorial Library at the Family Resource Center has more than 5,000 resources that include books, periodicals, toys and media materials. Families and professionals can borrow materials free of charge. There is even an iPad and assistive technology lending library to enable children to try out assistive communication applications. The Library is open during drop-in hours at the Family Resource Center; the library catalog is also available online.

Resource Packs on specific topics such as learning disabilities, ADHD, behavior and autism provide another source of information; packets are available in three languages in print and online.

The quarterly Newsletter, available in English, Spanish and Chinese in both print and e-news editions, features articles relating to children and youth with disabilities and a pull-out guide with upcoming workshops, group meetings, and events.

The Support for Families website (www.supportforfamilies.org) provides information on events at Support for Families and in the Bay Area, and links to resources from around the nation. A biweekly information digest includes community events, opportunities for input, news, and resources. And our Facebook page (facebook.com/supportforfamiliessf) offers a great way for families to stay current with our events and share information with others.

- In 2017 Family Resource Specialists, trained volunteer Parent Mentors and social workers provided individualized information and support to 1,252 families (unduplicated numbers).
- In 2017, family members and professionals checked out more than 125 books, toys or resource materials, including Assistive Technology loans from the Joan Cassel Memorial Library. Our Librarian responded to 375 requests for references or information during the year.
- More than 1,407 people subscribed to the print versions of our Newsletter in English, Spanish or Chinese; another 1,025 receive the e-mailed version.
- Our website (www.Supportforfamilies.org) was visited over 47,976 times in 2017, and 2,761 people like us on Facebook.
Education

Support for Families’ many educational activities give families, and professionals who work with families, opportunities to develop skills, learn about resources, and communicate more effectively with one another.

Education activities at SFCD include parent-professional workshops, parenting programs, small group clinics, parent panels, and conferences. In addition, Community education and outreach activities feature teams of parents and staff presenting to classes, organizations, and professionals about disability issues and the experiences of families.

SFCD workshops remain a popular service for families seeking to obtain information and build their skills. Families and professionals have suggested many of the topics for these activities, which are designed to address the needs of children at different stages of life and to focus on a wide range of concerns and questions. A few examples of 2017 topics: The ABLE Act and Planning for Your Loved One’s Future; Top 10 Mistakes for Parents to Avoid in the IEP Process; Music Therapy: Using Music to Enrich the Lives of Individuals with Special Needs; Addressing Aggressive and Self-Injurious Behaviors in Individuals; Social Security — and many more.

Meanwhile, weekly small-group clinics on the IEP and Transition, in English, Spanish, and Cantonese, continued to offer more individualized help for families. Simultaneous translation for workshops and free on-site childcare made it easier for families to attend.

The annual Information and Resource Conference was held in collaboration with SFUSD in March and offered a full day of educational activities. The 29 workshops available during the conference, plus an assistive technology demonstration center, and many exhibitors provided families and professionals with a wealth of information and opportunities to network with one another.

The Triple P — Positive Parenting Program® is a 12-week evidence-based parenting and family support system designed to prevent — as well as treat — behavioral and emotional problems in children and teenagers. Ten families completed the full program this past year.

Meanwhile, our Assistive/Augmentative Communication (AAC) project continued to teach families about ways technology can assist children and youth with communication and learning. The Tech Lab on the 7th floor continues to provide youth and families with a place to try out low- and high-tech devices and adaptations. And our innovative Communications Clubs for AAC users continue to offer a way for children, youth, and young adults to practice their communications skills while they enjoy socializing with each other.

A new workshop series called Abriendo Puertas debuted in the community in 2017. SFCD also began a 3 part series on self-advocacy for high school students with disabilities in partnership with the San Francisco Unified School District.

Support for Families provided 310 education events in 2017 with a total attendance of 3,699 parents, youths, and professionals.

The annual Information and Resource Conference held in March featured 29 workshops and 76 exhibitors. More than 452 parents and professionals attended.
Family-to-Family Support

Family-to-family support is part of every service provided by Support for Families. Most of our direct service staff, all of our Parent Mentor volunteers, and the majority of members of our Board of Directors are, themselves, parents or family members of children with special needs.

Support groups offer peer support, information, and resources to families of children with disabilities. Seventeen different groups in 2017 included a new Down Syndrome Support Group for Spanish speaking families; new Mental Health groups for English and Spanish speaking families; and other ongoing groups in English, Spanish and Cantonese. Other Mental Health Services in 2017 included short-term counseling, case management and referral, available in English, Spanish, Cantonese, and Mandarin.

Volunteer Parent Mentors are parents of children with disabilities who complete extensive training in English or Spanish and are matched with other parents to offer support and resources on an individualized basis. They also participate in speaking panels and outreach events.

Family recreational and social events provide relaxing, fun opportunities for families. Attendance at 17 events in 2017 exceeded 12,000 children and families (879 unduplicated). Access to Adventure in Golden Gate Park provided introductions to a wide variety of recreation, sports, and cultural opportunities. The annual Halloween Party and Holiday Ice Skating Party at Yerba Buena Ice Rink remain as popular as ever. Seven Movie Nights added to the year-round fun.

On Family Access Days at museums and cultural institutions our families can enter early, free of charge, and enjoy special activities designed to meet special needs. They can then stay for regular visitor hours if they wish. Our Special Needs Inclusion Project (SNIP) staff provide training to staff and volunteers to promote more welcoming and inclusive environments. This year, SFCD added new Access Days at the Walt Disney Family Museum, Children’s Creativity Museum, and San Francisco Zoo in addition to ongoing partnerships with the SF Aquarium of the Bay, Fine Arts Museums, and Contemporary Jewish Museum.

There were 93 matches made through the Parent Mentor program with English and Spanish-speaking Mentors. More than 140 active volunteer Parent Mentor volunteers provided individualized assistance and outreach.

More than 220 other volunteers provided 1,720 service hours in support of programs and at events.

294 (unduplicated) family members attended one of SFCD’s 17 Support Groups in 2017.

Total attendance at 17 Family Events exceeded 1,200 in 2017.

Childcare staff provided more than 443 hours of on-site care that enabled families of 160 children to participate in Support for Families activities.
### Corporations & Businesses & Groups

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<td>The Allen &amp; Jerome Lapidus Foundation</td>
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<td>Pamakid Runners Club</td>
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<td>$5,000 - $9,999</td>
<td>Lucile Packard Foundation for Children's Health</td>
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<td>CA Foundation Independent Living Center</td>
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<td>Steven Winningham and David Caley</td>
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<td>Fred Levinson</td>
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<td>Albert Low and Carrie Shi</td>
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<td>Joe and Sean Lowry Peter Mansfield Ricky Martinez Sally McDonald Shiva and Lizbeth Mendez Nancy and Charles Murphy Nathan Rhodes Catherine and Bob Sarlatte John Seemann and Robert Hines Patricia Seith Goldie and Martin Sosnick Carolyn Startup and Robert Noakes Dr. John Takayama Yuki and Lennart Van Den Ende Christine Varon, Sol Varon, Eliska Bednarova, Viviana Lozano Tovar, Sarah Varon, Viviana Varon and Alexandra Varon Janet and Jim Watson Melissa Willa Dunbar Wollrich</td>
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<tr>
<td>$250 - $499</td>
<td>Suzanne Baum Correy and Samuel Bernal Constance Bernstein Blake and Marielle Bos</td>
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We apologize for any omissions, errors or misspellings! Please contact us if there is an error so we can correct our records.
Donors, continued from page 9

John and Lee Boeger
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Jane Von Bothmer
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Tina Wu, Phung Lam and
Fonphine Lam
Judith Yeomans
Anne Marie Siu Yuan
Amy Zora

under $100

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Adriana Ayala
Yass Baharvand
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Erwin Bangaoil
Megan Bautista
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Jay Malia
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Jessica Johnston
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Trang Ho
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Monique Harris

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Jon and Kim Anderson
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Paul Bacigalupi
Hilary Baldi
Linda Banovic
Wayne Barberie
Camilla Bixler

under $100

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Allen C. Player
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Ruth Prospero
TS Ramachandran
Olivia Ramirez
Gabriela Ramirez
Sreelakshmi Ravula
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Ruth Ricci
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Mark and Suzanne Sullivan
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Hong Tada
Matthew Talebi
Lynda Taschek
Gerard Tavares,
Luisa Jazmines
and John Tavares
Hilary Thomas
Thatcher
Thompson
Allan Thorp
Jack Tippie III
Les Tsang
Wai Yip Tung
Oleg Tymchuk
Martha
Vankempen
Michelle Vas
Rob Vigfusson
Antoine Villata
Sarah Violett
Lisa and Frank Vouk
Ken Webster
Toni Westermann
Mark Wiertalla
Laura Wilkinson
Mark Wilson
Ronald Wolff
Janice Woon
Christine Wu
Mari Yao

- 10 -

Annual Report 2017 ■ SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES
Funders

Foundations:
Anonymous
Allene & Jerome
LaPides Foundation
American Endowment
Foundation
Bothin Foundation
California HealthCare
Foundation
California Children’s
Health Foundation
California Wellness
Foundation
Disability Communications
Fund
Harold L. Wyman
Foundation, Inc.
Kimball Foundation
Lucile Packard Foundation
for Children’s Health
Metta Fund
Moca Foundation
S.H. Cowell Foundation
NCT Wismettac Foundation
Thendara Foundation
Thoresen Foundation

Government Grants and Contracts:
Maternal and Child Health Bureau, U. S.
Dept. of Health and Human Services
Office of Special Education and Rehabilitation, U.S.
Dept. of Education
California Dept. of Developmental Services
California Dept. of Education
San Francisco First 5
San Francisco Dept. of Children, Youth, and Their Families
San Francisco Human Services Agency

2017 Preliminary Financial Summary

Income * $5,180,504.
January 1—December 31, 2017

Expenses * $5,208,379.
January 1—December 31, 2017

*Includes revenue and expenses for both the Family Resource Center and for all special projects, convening groups, fiscal agent relationships and subcontracts.

Complete audited financial statements are available at the Support for Families office.
SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES

www.supportforfamilies.org
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*as of 8.2018