



AVIVA FAMILY AND
CHILDREN'S SERVICES
2021-2022 SOCIAL IMPACT &
FINANCIAL REPORT



CREATING BRIGHTER FUTURES

THESE ARE OUR STORIES
OF HOPE AND RESILIENCE

DEAR FRIENDS AND SUPPORTERS:

The last year has been one of much transformation. At Aviva, we emphasize flexibility and determination to navigate change and conquer challenges. We support our clients in adapting to overcome immediate hurdles and to build resilience to weather the road ahead. Aviva applies these same aspirations to our organization internally. Over the last year, we have worked hard to adapt to complex circumstances imposed by the recent public health and economic crises, and we have developed strategies to ensure financial sustainability and programmatic stability. We evolve and persevere to build brighter futures.

Following nearly eleven years of service as our President and CEO, Regina Bette has retired, beginning an exciting new chapter in her life. We are forever indebted to her for her leadership, compassion and persistence in guiding Aviva through many changes — from the closure of the girls' residential program to the reimagining of Wallis House as supportive interim housing for unhoused women and children, and to continued efforts to provide best-in-class services to our client families.

As we reflect on the past year, we are filled with a great sense of gratitude for dedicated staff, volunteers, Board of Directors, donors, and partners, all of whom continue to live our values of integrity, compassion, collaboration and transformation. As we continue to navigate uncharted territory in this Post-Covid period, we are humbled and re-inspired to leverage our expertise and resources to fulfill our mission. We are resolved to succeed. We are committed to lifting up every child and family we serve and transforming every life we touch.

Wallis House, Aviva's Interim Supportive Housing program — for unhoused mothers and their children, continues to provide extensive services and extraordinary care offering refuge and healing from the trauma of living without secure shelter or a safe sense of home. Wallis House is a testament to the power of community and collaboration. The Aviva team works alongside civic leaders, local public agencies, donors, volunteers, and nonprofit partners such as Kaiser Permanente, Saban Community Clinic, Shelter Partnership and FreeArts, to transform the lives of hundreds of Los Angeles County's most vulnerable families. Day by day, Wallis House residents become healthier and more resilient. Year after year, Aviva's beloved pink mansion offers hope and healing, providing residents with tools for brighter futures.

We are especially grateful to Leslie Kavanaugh, our Board of Directors, donors and supporters, for a successful fundraising event this year. Against all odds, creativity and flexibility prevailed. The celebratory event in West Hollywood was another important milestone in harnessing the power of generosity and community.

At Aviva, we leverage diverse perspectives, carefully developed insight into the issues at hand, deep compassion for the communities we serve, and devotion to broad collaboration and comprehensive solutions. Thank you for your enduring support for Aviva's mission and your steadfast belief in our vision. Together we create brighter futures for thousands of children and families throughout our Los Angeles County communities.

With warmest regards,



Jonathan Werner, Esq.
Chair, Board of Directors

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THE AVIVA
FAMILY RESOURCE
CENTER

AVIVA FAMILY AND CHILDREN'S SERVICES MISSION

We believe that every child
and every family in our
Los Angeles community deserves
the chance for a brighter future.
We provide compassionate support,
therapeutic services, and guidance
to at-risk children and families.



A SAFE, SUPPORTIVE HOME.

In 2018, Alyssa was recovering from childbirth when the abuse she had endured by her partner escalated. Alyssa recognized that remaining in their home was not safe for her or her infant daughter. Alyssa decided to leave with Gemma despite having no alternative home and few basic belongings.



In the following half-year, with a newborn, almost no resources, no job, and an unfinished education, Alyssa found shelter in tenuous situations and unsafe neighborhoods.

Alyssa did not give up hope.

She pursued services for people experiencing homelessness through People Assisting The Homeless (PATH), an organization with which Aviva partners at Wallis House.

Once Alyssa and Gemma found shelter in supportive housing through PATH, Alyssa was motivated to return to school to pursue a college degree. Life was looking up and Alyssa was excited to be on her way toward achieving her goals.

Then, in the very beginning of March 2020, the COVID pandemic changed life.

On the eve of the COVID pandemic, the supportive housing where Alyssa and baby Gemma were staying was closed for renovation. They were relocated to Wallis House.

Alyssa sees the move to Wallis House as an amazing blessing. At Wallis House, daily necessities were provided so Alyssa could focus on her degree via remote access to her community college classes. Wallis House ensured safety, health and wellbeing for Alyssa and Gemma, while they experienced compassion and connection.

After a year of healing and growth at Wallis House, Alyssa and Gemma left Wallis House for permanent housing. Once settled in their own home, Alyssa completed her AA degree, and took the next big step toward her educational goals. She was accepted to

UCLA where she plans to continue her education in healthcare. Alyssa recently wrote a heartfelt letter of thanks to Wallis House's Director Maricela Echeverri, to share how deeply grateful she is for her good fortune to have lived at Wallis House with Gemma at such a vulnerable and pivotal moment in their lives.

Alyssa arrived at Wallis House with the courage to pursue her aspirations. Wallis House provided refuge and resources. At Wallis House Alyssa's belief in the goodness of people to care for one another and her own ability to thrive was renewed.

**Aviva's clients' names have been changed to protect their privacy.*

“Wallis House ensured safety, health and wellbeing for Alyssa and Gemma, while they experienced compassion and connection.”



MENTAL HEALTH SERVICES

Bravery begins the path to resilience and hope.

Perhaps one of the bravest things a child can do is reach out for help — to risk telling someone that they are suffering and in danger by trusting an adult who may be able to help them. Burdened by loss and neglect, Brigitta’s journey began when she disclosed dangerous circumstances she and her brother faced in the care of their father, in the painful years following their mother’s murder.



Brigitta’s remarkable strength made it possible for Aviva’s Multi-Disciplinary Assessment Team (MAT) to get connected to provide immediate, thorough and comprehensive assessment. Youth in the MAT program have been detained through The Department of Children and Family Services (DCFS) and are entering out-of-home placements.

Under the watchful and compassionate eyes of an Aviva Team, Brigitta began participating in Trauma-Focused Cognitive Behavioral Therapy. She showed remarkable resilience in approaching the therapeutic processes. Symptoms of Post Traumatic Stress Disorder (PTSD), flashbacks, hyper-vigilance, anger and frustration in addition to living in a new family system were seemingly insurmountable challenges. However, over time, in a safe therapeutic environment, Brigitta grew to trust and connect with her therapist. She persevered, confronting and overcoming loss, pain, fear and anger.

Two years later, Brigitta has undergone significant transformation. She is less fearful and frustrated, with a growing sense of security. Most importantly, she sees herself as a survivor — a warrior able to move beyond the past with insight and hope.

**Aviva’s client’s name has been changed to protect their privacy.*



CRISIS INTERVENTION

Childhood trauma can be overcome with the right support and a caring community.

Physical and sexual abuse caused Jessica to suffer significant emotional pain, distress, and social isolation. Jessica was referred to our Crisis Intervention program as a deponent and suicidal youth. After being separated from her mother and placed in the care of a relative, she struggled to adjust. Aviva’s team helped her process her trauma and begin the process of healing. They enabled her to better understand the connection between her feelings and actions, and supported as she learned to identify her emotional triggers and implement coping skills. Through compassion and encouragement, Jessica was transformed. She was able to find activities she enjoyed. She began to live life more fully — playing the violin and video games. Over time, difficult relationships with family and friends were mended. Jessica also began to dread school less and to excel academically.

Children’s crises are most often due to neglect, abuse and trauma. With Aviva’s care and compassion, we create a path to brighter futures. Each small step provides the scaffolding each child needs to build a healthier life. Jessica is no exception. When the children we support thrive, we all thrive.

School began to be less a place of dread and struggle and now she is excelling.

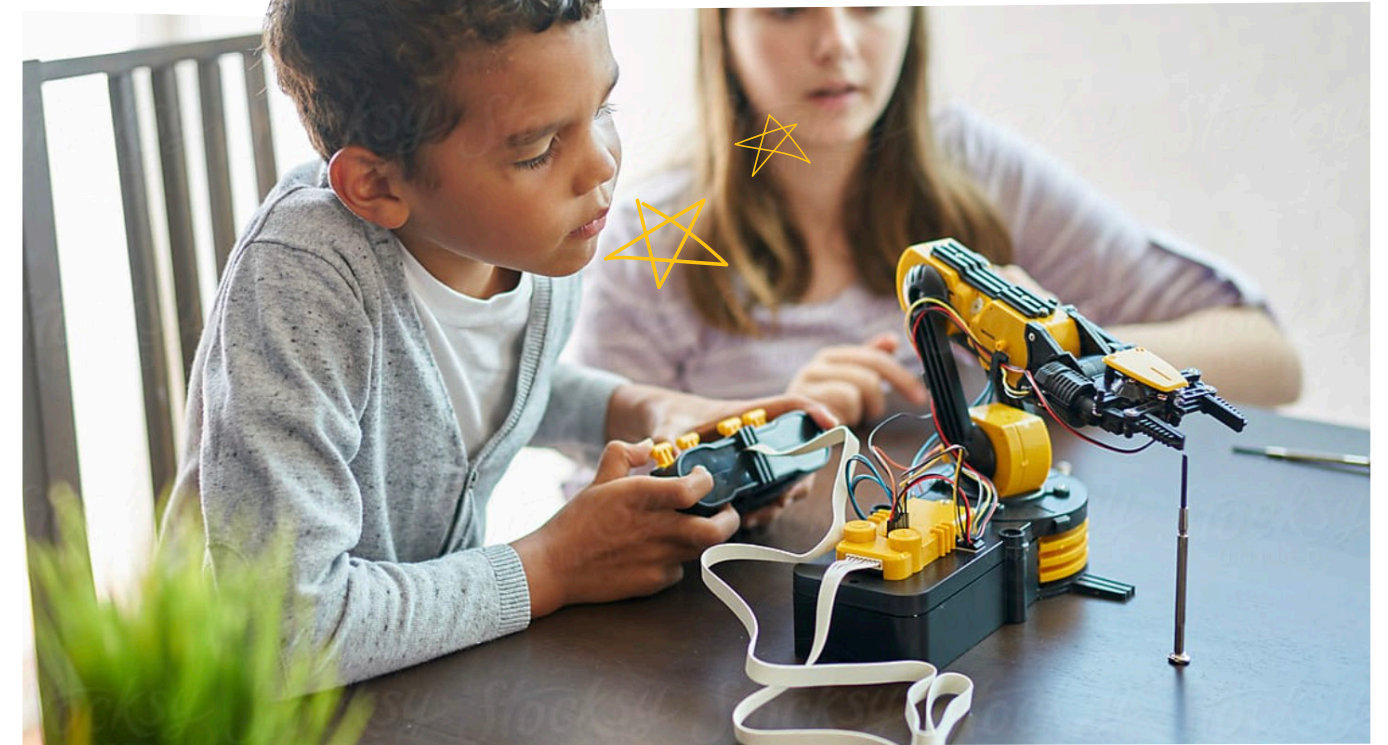


The power of music and playing the violin was just one way new recovery pathways were created.

FOSTER AND ADOPTION

Homelessness is trauma.

The path that brought Jackson to Aviva when he was only five years old was riddled with loss including abandonment by his father, a move to California with his mother and sister, and periods of homelessness lacking sufficient food, basic necessities and access to care.



Every child struggles when the concepts of home and family elude them. Home and family is meant to be permanent and stable. For Jackson, the experience of living without the safety of a home or the security of stable parenting, coupled with exposure to violence and crime, resulted in behavioral challenges at home, school and in social interactions. The trauma he endured had real-world consequences.

Through behavioral therapies, medication and foster placements including those in homes with his sister, Jackson was supported in adjusting to life with a resource family, to function at school and with peers, and to transition to Aviva's Intensive Services for Foster Care (IFCS) program.

Jackson began to experience healing and demonstrated remarkable progress both in terms of life in his foster family and at school.

With supportive scaffolding provided by his Aviva care team, Jackson's anxiety, anger, ADHD, and disruptive behavior led to a transformation both in his social-emotional wellbeing and his academic performance.

With a resilient spirit and the ability to thrive in the face of adversity, Jackson's innate gifts and talents began to emerge. He was identified as a gifted student and began to succeed at school.

We approach every child and every family with an uplifting and compassionate circle of care. Jackson's spirit with his care team's persistence has helped this young survivor navigate obstacles and move toward a more stable, healthy and fulfilling life. With Aviva's dedication and care, Jackson is creating a brighter future.

MEANINGFUL SOCIAL IMPACT

OVER THE PAST YEAR, WE HAVE PROVIDED NEARLY **56,754** HOURS OF SERVICE TO CHILDREN AND FAMILIES IN OUR LOCAL COMMUNITY.

With the support of Aviva's team of case managers, social workers and care providers, we transformed families' lives in the following ways:



COMPASSIONATE CARE

Aviva mental health clients saw a 17% increase in strengths over the course of treatment indicated by CANS (Child Adolescent Needs and Strengths) Tool



MENTAL HEALTH SERVICES

Aviva provided services for 20% more 0-5 year olds in 2021-2022



FOSTER & ADOPTION

Aviva worked with 157 foster children and arranged 3 successful adoptions



CRISIS INTERVENTION

Wraparound care reported the highest satisfaction with services in the past three years



CULTURALLY SENSITIVE

Clients rated Aviva 4.47 on a 5-point scale in providing culturally and ethnically sensitive treatment to their families

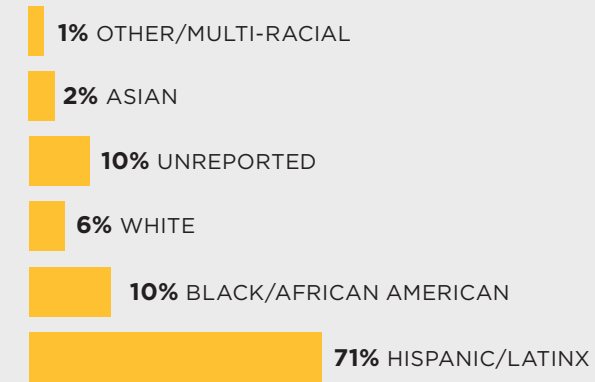


INTERIM SUPPORTIVE HOUSING

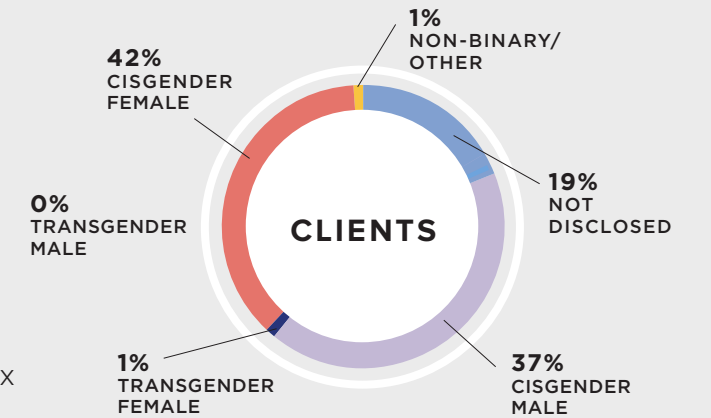
Wallis House provided 56 women and 83 children with a safe, supportive home and therapeutic services

EVERY CHILD & EVERY FAMILY

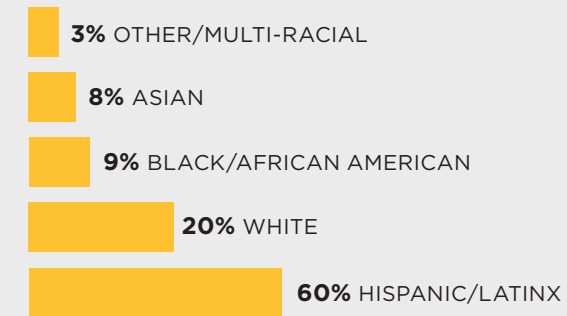
CLIENT RACIAL BREAKDOWN



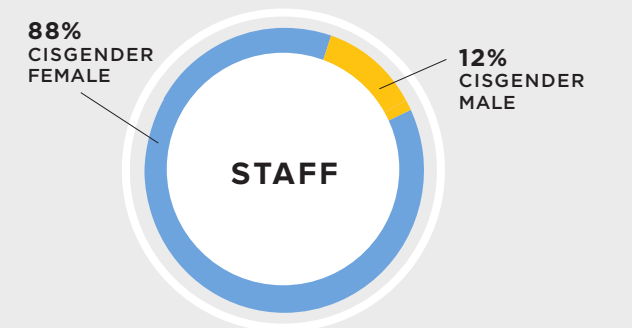
CLIENT GENDER BREAKDOWN



STAFF RACIAL BREAKDOWN



STAFF GENDER BREAKDOWN



CLIENT AGE BREAKDOWN



NUMBER OF FAMILIES SERVED



WHO WE ARE

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ACCREDITATIONS AND AFFILIATIONS



OUR COMMITMENT TO JEDI REMAINS STRONG

The Aviva Justice, Equity, Diversity, and Inclusion (JEDI) Committee is comprised of 14 employees from across the agency who focus on creating positive change and establishing brave spaces for employees, clients, and the community at large. The committee facilitates agency-wide town halls and developed trainings. Aviva continues to actively ensure our employees and clients feel welcome and represented.

SERVICES MADE POSSIBLE BY YOU.

Cultivating alliances and leveraging relationships across the nonprofit, foundation, civic, and private sectors is key to Aviva's ethos and practice. While some basic services Aviva provides are funded through contracts, philanthropic support is critical to our ability to offer comprehensive care. Aviva receives vital support from foundation, private, corporate, and public/government donors. We collaborate with several community partners whose strategic cooperation, civic leadership, in-kind donations, generous time investment, insights, and inspiration enhance our impact and are greatly appreciated. With heartfelt thanks we recognize all of our supporters:

Heritage Giving \$100K-\$250K

The Ahmanson Foundation
Emergency Food & Shelter
Program / United Way L.A.
Rose Hills Foundation

Kaiser Permanente Los Angeles
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Nonprofit & Community Collaborations

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 Free Arts
 Hollywood Homeless Youth Partnership (HHYP)
 Kaiser Permanente Los Angeles Medical Center
 LA LGBT Center
 Los Angeles Regional Food Bank
 People Assisting The Homeless (PATH)
 Saban Community Clinic

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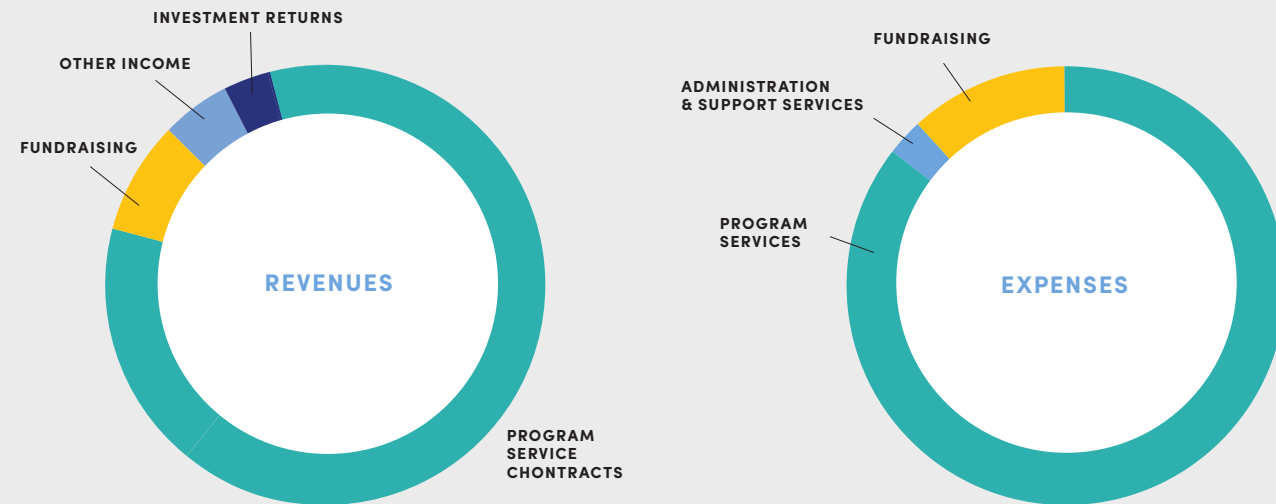
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FINANCIAL UPDATE

FISCAL YEAR 2021-2022



REVENUES	FY 21-22
Program services	14,421,000
Fundraising*	1,463,884
Investment returns	(933,802)
Other income	1,366,093
Total revenues	\$16,317,175

* Contributions, grants, in-kind gifts, and special events net of related expenses

** excludes depreciation

Note: For a complete set of audited financial statements, please visit our website at www.aviva.org

REVENUE & SUPPORT DETAIL

Foster and Adoption Services	4,418,350
Mental Health Services	5,506,096
Crisis Intervention Services	3,480,674
Supportive Housing Services	1,015,880
Fundraising—grants and contributions	1,402,882
Fundraising special events, net	61,002
Investment Returns	(933,802)
Other income	1,366,093
Total revenue and support	\$16,317,175

EXPENSES**	FY 21-22
Program services	13,506,126
Fundraising	411,966
Administrative and support services	1,856,219
Total expenses	\$ 15,774,311

* More than 80% of all money raised goes directly to Aviva Programs and Services.

OPERATING EXPENSES DETAIL

Foster and Adoption Services	4,066,718
Mental Health Services	3,551,445
Crisis Intervention Services	4,924,524
Supportive Housing Services	963,439
Fundraising	411,966
Administrative and support service	1,856,219
Total operating expenses	\$15,774,311

THE ART OF GIVING CELEBRATION BROUGHT COMMUNITY TOGETHER IN HOLLYWOOD

On May 7, 2022, Aviva hosted its first in-person fundraising event since 2019. Two hundred guests gathered in Hollywood to celebrate Aviva's service, bid farewell and pay tribute to Regina Bette for her more than decade-long leadership as President/CEO, and honor three special awardees.

Interim CEO and COO, Angela Miller welcomed guests with expressions of gratitude for the support of volunteers and donors from financial to in-kind, supporters and advisory, acknowledging the vital role Aviva's partners play in a common cause to transform thousands of clients' lives each year.

Former Board Member and event chair, Leslie Kavanaugh, bid a fond farewell to Regina Bette upon her retirement from her CEO post. Regina in turn, thanked colleagues, donors, and clients themselves for the profound ways they influenced her during over three decades of work in social services.

Three exceptional Art of Giving award recipients were honored at the event. Mario Caballos accepted Aviva's Corporate Responsibility Award on behalf of Kaiser Permanente Los Angeles Medical Center for their abiding financial support and a recent cooperative venture at Wallis House offering residents preventive care and wellness workshops. Emmy and Grammy award winner, Tiffany Haddish was honored with the Community Ambassador Award. She shared a powerful story, inspiring tears and laughter as she recounted her path from life in foster care to independence. Finally, Justina Duran, a former Wallis House resident, was awarded Aviva's Transformation Award. Justina described how with the security, stability, a sense of home she experienced at Wallis House, along with the expansive services and critical resources she received, she overcame complex challenges and truly traumatic experiences to build a healthy, stable and fulfilling life for herself and her young daughter.



HOW TO GET INVOLVED



PLANNED GIVING

Consider creating an enduring legacy for our community. Planned giving opportunities are an important way to provide ongoing support to Aviva Family and Children's Services. Let us help you find a charitable plan that lets you support your family, Aviva and the future of our community. To discuss planned giving opportunities, please contact: Adam M. Greenwald, MBA, Vice President of Development, at 323-876-0550 or at agreenwald@aviva.org.



VOLUNTEERING

Aviva offers a variety of volunteer opportunities on both a short-term and long-term basis. Every volunteer brings a unique set of skills and experiences that can make a positive and lasting impact on our clients. Specific volunteer programs include:

- Annual Holiday Drive to help families
- End-of-Summer Giveaway to donate school supplies

To learn more about volunteer opportunities, please email volunteer@aviva.org or contact Azucena Navarrete at 323.876.0550 ext. 1122.



COMMUNITY SUPPORT



Special thanks to our most generous and loyal supporters for their cash gifts, gifts in-kind and their time. To learn more about our needs and how you can make a difference at Aviva, please contact our Development Department at development@aviva.org, visit www.aviva.org/donate or at 323-876-0550.



PLATINUM ASSOCIATES

Aviva's Platinum Associates are dedicated to making a difference in the lives of at-risk youth. Since its inception in 2001, the Platinum Associates have raised more than \$1 million in support of Aviva's work.



Membership in the Platinum Associates offered to those making a \$1,000 annual gift. With a commitment to Aviva's Platinum Associates, members receive meaningful benefits including networking opportunities, exclusive luncheons, lectures, and social events, as well as unique volunteer opportunities with Aviva clients. More at www.aviva.org/platinum

THE AVIVA FAMILY RESOURCE CENTER



In the past year, widespread need in Aviva's client communities grew. The impact of the pandemic was wide and deep at a time that could already be described as dire in many Los Angeles communities. The majority of families whose children receive direct services in each of Aviva's four signature program areas are food insecure – their needs far surpass their means. The public health crisis is exacerbating already tenuous economic conditions and has resulted in limited access to food and basic necessities for our clients. We mobilized our Aviva community and responded with the following, free of charge to our families and clients:

FOOD PANTRY

Our pantry is available to all families we serve and is abundant with needed nourishment including non-perishable foods, fresh fruits and vegetables, baby formula, water, cereal, legumes, rice, and grocery gift cards.

RESOURCE CLOSET

Offering clothing and shoes; diapers and baby items; personal care and hygiene products; household and cleaning supplies; backpacks, school supplies, books and educational materials; arts and crafts supplies; toys; household furniture, appliances and kitchen goods.

ENRICHMENT PROGRAMS

Our enrichment programs include personal development for adults that encompass workshops and education, vocational development and financial literacy as well as coaching, wellness, and nutrition. We also offer educational support and expressive arts classes for children.



AVIVA.ORG

Founded in 1915 as Hamburger Home, Inc.
Aviva Family and Children's Services

7120 Franklin Avenue, Los Angeles CA 90046 | 323.876.0550

