

{ MISSION STATEMENT }

AVIVA BELIEVES 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 & FAMILIES.

## Dear Aviva Friends and Supporters,

We're thrilled to share highlights of Aviva's vital work and growth over the past year. We have the privilege of seeing children and families transform and thrive as we work with them — and their inspiring examples energize our organization. In 2017, we developed and expanded on many fronts. Aviva provides services that are:

## **Responsive to Community Needs**

- While Aviva has served Los Angeles for more than 100 years, we've evolved along with our community's needs.
- And the need is great. In the last year, the number of people Aviva served jumped 32 percent (see page 10). In 2017, Aviva helped 2,061 individual clients and 9,048 family members.

#### **Rooted in Research**

- Aviva rigorously measures the impact of all of our programs, tracking the progress of our clients and continually improving our care.
- We align our programs with the latest research in effective treatment. For
  example, studies show that care in the community results in better outcomes
  for children than group care placement, so Aviva grew its community-based
  care and foster care programs. This "best practices" research also informed
  Aviva's decision to end our group home contract this year and to grow our
  community mental health programs serving the same clients in home
  settings rather than group care.

## Focused on the Whole Family

- In our programs, we work to strengthen families, or help children find new supportive families through foster care or adoption.
- Often a child involved in the courts or with the Department of Children and Family Services is in the system because of larger issues at home. We work to support the entire family helping secure food, clothing, domestic violence counseling, parenting classes, or job training.
- We're seeing the challenges families face each and every day to just survive ... instead of thrive. For example, this year's holiday wish lists from our at-risk families became more urgent. In past years, clients requested gift "extras," like video games and perfume. This year 66 of our at-risk families filled their lists with essential items like laundry detergent, warm blankets, diapers, and food. We worked with donors and partners to fill these needs.

Aviva's programs help families move out of the social welfare system. We're building stronger families, a stronger community, and a stronger country. Thank you to our community partners, foundations, donors, and volunteers for your devotion and passion for this mission.

REGINA BETTE, LMFT
President / CEO

Negma Bette

GENEVIEVE HAINES





# FAMILY AT THE CENTER OF EVERY HOME

We join with families, meeting them where they are and asking them to share with us their goals for their family so we can support them in creating a brighter future.

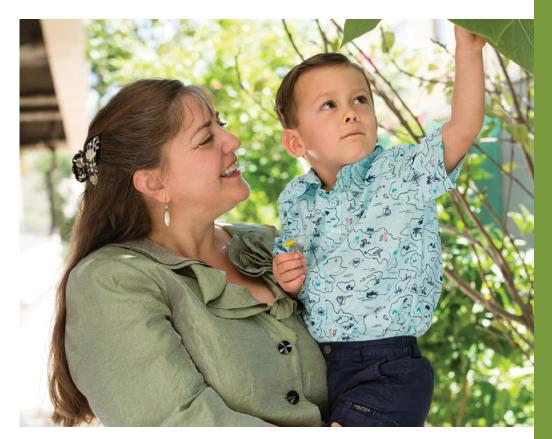
When we work with families struggling through trauma, poverty, and other challenges, we're constantly asking the question, "What's getting in the way of this family functioning as a healthy and stable unit?"

When we ask this question, we're able to identify what support, services, and guidance would be most meaningful in helping the family move towards health, well-being, and stability. That can mean expanding what "family" looks like. A healthy and stable family can include grandparents, uncles and aunts, two dads, one mom, adoptive parents, or foster families.

Our services continue to evolve to meet the needs of our community. In every relationship, we seek to keep family at the center.

The ache for home lives in all of us, the safe place where we can go as we are and not be questioned.

MAYA ANGELOU



## AVIVA SERVICES TRANSFORM LIVES AND CREATE POSITIVE OUTCOMES

Aviva constantly seeks feedback from the families and children we serve. Their words and their experiences help us understand how we can be most supportive. Surveys included the following Aviva programs:

## Removing the risk from "at-risk" families

Intensive Community Based Services (ICBS) bring at-risk families a multidisciplinary support team. These services include Wraparound; Full Service Partnership; Intensive Field Capable Clinical Services; and Resiliency, Recovery, and Re-Integration.

## Providing mental health treatment in homes, schools, and at Aviva

Community Mental Health Services (CMHS) are community-based, culturally sensitive, and trauma informed mental health services that meet the needs of children and families where they are most comfortable. Aviva staff team with the client to ensure collaboration includes client and family voice and choice throughout treatment. Aviva offers an array of counseling and therapeutic services including screening and assessment, individual and family therapy, case management, and psychiatric services.

Services include: Child Abuse Prevention, Intervention & Treatment; Wellness Center at Hollywood High; Parent-Child Interaction Therapy; Los Angeles Unified School District on-site mental health services; and Evidence-Based Practices.

#### Safe homes for foster children

Family Resource Services (FRS) place foster youth in safe, trained, and loving families through our licensed foster family agency. Aviva provides training, education, in-home counseling, weekly home visits, guidance throughout the process, and necessities (food, clothing, bedding, etc.).

Services include: Foster Care, Intensive Services Foster Care, Adoption, Therapeutic Behavioral Services, Relative Home Assessment Services, and Relative Support Services.



I got the help I needed for myself ov for my child.

Parents/Caregivers: 93%



My child and/ov I is/ave getting along better with family members.

Parents/Caregivers: 85% Youth: 76%



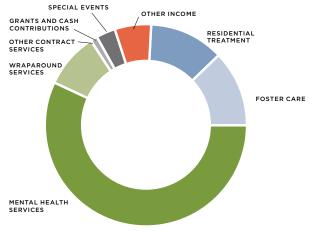
My family veceived services that were right for us.

Parents/Caregivers: 93% Youth: 86%



## **FINANCIALS**

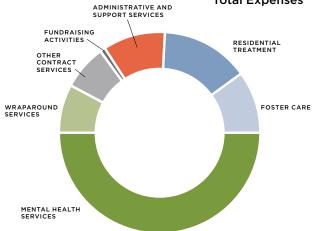
# Program services contracts Fundraising Investment returns Other Income Program services contracts 17,332,802 Fundraising 1,123,275 618,369 Other Income 142,562 Total Revenues 19,217,008



# OPERATING EXPENSES\*2017Program services17,052,548Fundraising245,392

Administrative and support services 1,987,739





- \* Unaudited
- <sup>1</sup> Contributions, grants, in-kind gifts, and special events
- <sup>2</sup> Investment income and realized/unrealized gains/losses on portfolio
- <sup>3</sup> Asset sales, contract recoveries, etc.
- <sup>4</sup> Does not include depreciation expense of \$816,303

## **ABOUT OUR CLIENTS**

## **ETHNICITY:**

70% HISPANIC / LATINO

**ASIAN** 

BLACK / AFRICAN AMERICAN
CAUCASIAN

9% OTHER

AGE:

o-5: **12%** 

13-17: 42%

18+: 10%



GENDER
IDENTIFICATION:





## **CLIENTS SERVED**

NUMBER OF UNIQUE CLIENTS

2,061



TOTAL FAMILY MEMBERS

9,048

## **EMPLOYEE DIVERSITY**



53% HISPANIC / LATINO

27% CAUCASIAN

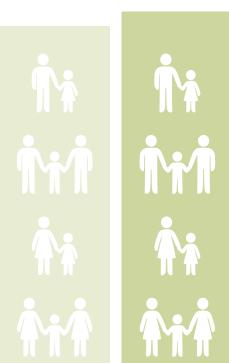
12% BLACK / AFRICAN AMERICAN

5% ASIAN

**3%** OTHER

Our cultural competence, shared point of view, and employees who have diverse life experiences resonate with the families and children we serve. Diversity is a powerful strength that enables our service teams to build bridges based on ethnic, cultural, and social common ground.

## **AVIVA HELPED MORE FAMILIES** THAN EVER IN 2017.







2015



2016



2017\* 2,061

**OUR COMMUNITY'S NEEDS ARE CHANGING.** We are adapting to meet those needs, providing relevant services, and expanding our positive impact on families — from parents to children to extended families and foster families.





51%1

## **AVIVA GROWTH HAS BEEN SIGNIFICANT**

**1081** clients served in 2014 to more than 2000 clients served in 2017.

A FOCUS ON THE FAMILY Parents and children both benefit when we provide support that helps stabilize families and creates a sense of permanence.

## **AVIVA PROGRAMS THAT SAW SIGNIFICANT GROWTH IN 2017\***

**INTENSIVE COMMUNITY BASED SERVICES (ICBS)** 



**COMMUNITY MENTAL HEALTH SERVICES (CMHS)** 



**CHILD ABUSE AND NEGLECT PREVENTION & INTERVENTION TREATMENT (CAPIT)** 



**RELATIVE SUPPORT SERVICES (RSS)** 



RELATIVE HOME ASSESSMENT SERVICES (RHAS)



**FAMILY RESOURCE SERVICES (FRS)** 



# HELPING FAMILIES ACHIEVE SAFETY, SECURITY, AND STABILITY

Relative Home Assessment Services and Relative Support Services: A Profile

"What I most love about RHAS and RSS is that the kids get to stay with family or extended family and there is nothing like family!"

LAURA DE LA CRUZ, AVIVA'S DIRECTOR OF RHAS/RSS

Approximately 18,000 children in Los Angeles County do not live with their parents. Of those, more than 9,800 live with relatives or non-related extended family members (NREFM).

Faced with the sheer magnitude of this situation – and recognizing that these relatives and other caregivers needed support – the Los Angeles County Board of Supervisors created two contracts through the Department of Children and Family Services to train and prepare relatives as resource foster care placements.

## In Times of Crisis, Aviva Helps Keep Families Together

Aviva is among 10 agencies in LA County selected to provide these services. Since the start of services in January 2017, Aviva has served more than 900 applicants. Laura De La Cruz, Aviva's Director of RHAS/RSS, explained that there are two programs, Relative Home Assessment Services (RHAS) and Relative Support Services (RSS).

- RHAS assists the county in the approval process of relative caregivers and non-relative extended family members (NREFM) for youth who would otherwise be placed in foster homes.
- RSS provides relative caregivers and NREFM with necessities in order to help sustain the placement of the youth in their home.

Our challenge is to provide the caregivers with all the support they need because we have new families being referred to Aviva every day.

"Home is where children find safety and security, where we find our identities, where citizenship starts. It usually starts with believing you're part of a community, and that is essential to having a stable home."

#### **MATTHEW DESMOND**

PROFESSOR OF SOCIOLOGY, PRINCETON UNIVERSITY
WINNER OF THE 2017 PULITZER PRIZE

## Isabella & Micah

Los Angeles County Department of Children and Family Services removed Isabella, age 3, and her brother Micah, age 5, from their mother's home earlier this year due to her use of alcohol and drugs. While they had located the grandparents to take the children, there was only room for one child in their studio apartment. Heartbroken, the grandparents took Isabella while Micah was placed in a temporary foster home.

Aviva stepped in to help the grandparents. We helped them find a twobedroom apartment to accommodate both children and provided them with additional beds, safety locks and other household items to make their new home safe and comfortable for Isabella and Micah. Within months, Micah joined his sister at his grandparents' new home.



## IN THEIR WORDS

What aspect of Aviva services has been most helpful to you?

## **Clients of Intensive Community Based Services**

"I got to talk to someone [about] how I felt or when I felt troubled"





"My child has a support team who comes to his school to help when I'm not available"

"Personalized one-on-one support"



## **Clients of Community Mental Health Services**

"Aviva understands me and whenever I have trouble with something they help me"





"The skills that Aviva has shown me"

"Being able to
communicate
and actually hear
each other"



## A HEARTFELT THANKS TO **OUR DONORS**

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## **COMMUNITY SUPPORT**

Aviva Family and Children's Services is grateful to the many corporations, foundations, associations, and other organizations that make extraordinary commitments to our mission. Any individual or organization wishing to learn more about our agency and how we can partner, please contact us at 323.876.0550.

## **VOLUNTEERING**

Aviva has a variety of ways to volunteer on both a short- or long-term basis, allowing our volunteers to choose what works best for them. Every volunteer serves as a role model and brings a unique set of skills, interests, and experiences that make a positive and lasting impact on our young clients.

Short-term volunteer opportunities at Aviva include:

- Teaching a workshop at our Family Resource Center, such as cooking, art, sewing, or computer-based activities
- Providing childcare during parent trainings
- Supporting the Annual Holiday Drive by collecting and sorting donated items, distributing to families, and many other opportunities

For those looking for a deeper, long-term commitment, consider:

- Serving on Non-Board Committees such as finance, resource development, or personnel
- Becoming a member of Aviva's Board of Directors

Additional volunteer opportunities pop up all the time, so for the latest information, or if you have any questions about Aviva's Volunteer Program, please contact Azucena Navarrete at 323.876.0550 ext. 1122.



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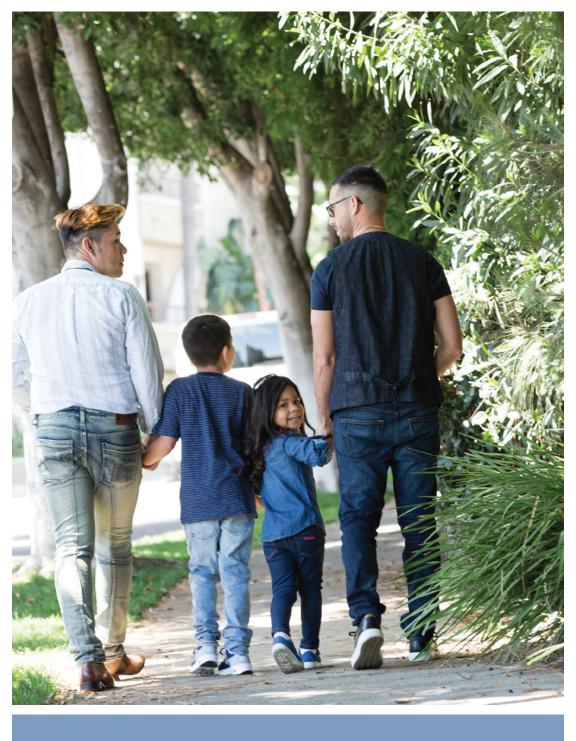
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