CHALLENGE ACCEPTED

Fiscal Year 2023 Annual Report

20 23





















CLIMBING TOGETHER



Executive Director April Spaulding, Albuquerque Business First Women of Influence 2023 honoree

Dear Supporters, Partners, and Friends,

I hope that you are filled with the same sense of hope and determination that has fueled our organization's mission for so many years. It is with great pleasure and a heart full of gratitude that I introduce our Annual Report, aptly titled "Challenge Accepted."

This report is not just a collection of numbers and statistics; it is a testament to the unwavering commitment of our incredible community of supporters and the extraordinary resilience of the human spirit. It tells the story of how, in the face of unprecedented adversity, we chose not to back down but to rise to the occasion. We accepted the challenges that came our way with open hearts and unyielding determination, and we transformed them into opportunities for positive change.

Throughout these pages, you will find pictures of individuals whose lives have been touched and transformed by our programs and initiatives. You will read about the impact we have made in our community, how we have expanded our reach, and how we have adapted to new and unforeseen circumstances. In the past year, our organization faced challenges that tested our resolve like never before. We were not deterred by the global pandemic, the hurdles of finding new staff, or the heartbreaking loss of one of our own. We pivoted swiftly to ensure the continuation of services, the wellbeing of our team, and the sense of community from both inside and outside our organization.

Our Annual Report highlights the remarkable achievements made possible by our team through your support. It showcases our financial transparency, demonstrating our commitment to responsible stewardship of the resources entrusted to us. We take great pride in being accountable to you, our valued stakeholders.

As we navigate the ever-changing landscape of our work, we remain steadfast in our mission. We see challenges as opportunities to grow, learn, and make a meaningful impact on the world. Together, we can continue to create positive change, inspire hope, and make a lasting difference in the lives of those who need it most.

I invite you to explore "Challenge Accepted" and see for yourself the incredible journey we embarked upon this year. Together, we have achieved remarkable milestones, and we are ready to take on whatever challenges lie ahead.

Thank you for your unwavering support, your belief in our mission, and your dedication to making the community a better place. We couldn't do it without you.

With gratitude and determination,

April Spauling

APRIL SPAULDING EXECUTIVE DIRECTOR OUR MISSION: TO IMPROVE THE LIVES OF INFANTS THROUGH ADULTS WITH OR AT RISK FOR DEVELOPMENTAL DISABILITIES AND THEIR FAMILIES BY PROVIDING SPECIALIZED SERVICES

ABRAZOS THANKS OUR ESTEEMED BOARD OF DIRECTORS

Jill Brame, President Parent

Bryson Frazier, Vice President Galveston Park Board of Trustees, CFO

David B. England, Treasurer Intel, Retired Equipment Technician

Jenifer Romero, Secretary Jenifer Romero Consulting, LLC Herman Sanchez Tribal Programs Administrator, Kewa Pueblo

Ken Tager Resnick & Louis, PC

Bill Woldman Government, Retired

Kristina Gutierrez-Barela, Honorary Pediatrician

RISING TO THE CHALLENGE

JILL BRAME BOARD PRESIDENT



As a parent, I can personally attest to the immeasurable value of the services Abrazos provides. Watching my children thrive and knowing they have been set up for success is truly priceless.

Serving on the board of directors has been an absolute joy, allowing me to witness firsthand the dedication and passion that drive our organization to make a profound difference in the lives of families.

Together, we rise to the challenge, making Abrazos Family Support Services a beacon of hope and support for our community.

BOUNCING BACK

RANDI MALACH

EARLY INTERVENTION DIRECTOR

Based on research that shows rapid brain development takes place during the first months and years of life, Abrazos Early Intervention (EI) services follow national evidence based models. Research also shows that children learn best with familiar people through repetition of everyday activities like bathing, eating, and playing. Routines practiced with family and caregivers help them to learn important skills critical to development and lifelong success. Infants and toddlers are learning constantly! Rather than having families come to us for clinic-based therapies, our EI providers travel to family homes to teach and coach in a comfortable and familiar setting.

After modifying service delivery due to pandemic concerns, the Abrazos El program is glad to be getting back to what they do best: providing life-changing therapies and interventions in the most important place for a child and family, their home.





12% Increase in referrals from FY22

96% Percentage of El

services provided in family homes



to children and families

210840SERVICEUNITSHOURSBILLEDLAST YEAR

3380 SERVICE HOURS

13520 UNITS BILLED

STHIS YEAR



PAINTING A PICTURE OF SUCCESS

KATHARINE HARMEYER APPLIED BEHAVIOR ANALYSIS PROGRAM MANAGER The goal of the Abrazos Applied Behavior Analysis Therapy Program is to provide high quality, family centered services to as many in our community as we can. As the newest program at Abrazos, we face many challenges; the biggest of which is keeping up with the demand for services.

Over the last year, we have built capacity by hiring and training more staff, leading to a significant increase in service hours. But our waitlist still far surpasses our ability to provide the support our community needs. Our focus in the coming year is to continue building our dream team and providing the rigorous training ABA requires. We have taken on a Board Certified Behavior Analyst candidate who has chosen us to provide her clinical supervision. In turn, she supports our program as we take on more amazing clients and expand our impact.



RESPITE & FAMILY LIVING: HELP AT HOME SWEET HOME

JANENE GRAY

RESPITE & FAMILY LIVING PROGRAM MANAGER

The Abrazos Family Living program meets the needs of a small number of adults, empowering them to live in the home and community of their choosing. We currently serve four people in this program and give 24-hour assistance with daily activities like cooking, household chores, and personal care while supporting individualized goals and dreams.

The Abrazos Respite program provides flexible, short-term breaks for 30 children and adults from 24 local families. Respite gives primary caregivers a chance to focus on themselves while skilled providers step in to support their loved ones. We are always seeking caring people to help fill this important role – so please reach out if you have someone in mind!

PROUPS OF RESPIRE

- CODE -

THE HUMAN SIDE OF ORGANIZATIONAL MANAGEMENT

SHANE SULLIVAN HUMAN RESOURCES MANAGER



For the 7th year in a row, Abrazos is proud to be recognized as a New Mexico Family Friendly Business. Families are at the core of our agency values, both those we serve as clients and those we touch as employers. We strive to provide top notch policies, benefits, and a work environment that supports our employees and their families. Even at a challenging time for recruitment, Abrazos continues to attract, hire, and retain the best of the best.

QUOTES FROM STAFF REFLECTING ON THEIR PEERS:

loving, caring, knowledgeable

gets it done!



steadfast, helpful, positive

warm-hearted, gracious, compassionate

kind, generous, hardworking

a ray of sunshine!

PLANTING SEEDS FAITH KELLY DEVELOPMENT DIRECTOR

The fiscal landscape over the past year has led to belt-tightening in family households, businesses, and philanthropic foundations alike. Even while living through these turbulent economic times, our generous donors continued to place their trust in Abrazos as a worthy investment.

Each donation and grant, large and small, makes an impact on our ability to provide our community with the high quality services they need and deserve. Our generous donors plant seeds, water the garden, and shine on Abrazos to ensure we continue to thrive.

We cannot do what we do without your help, and we thank each and every one of you for opening your hearts and your checkbooks to support Abrazos!

100% United Way Staff Giving

70 Donors & Funders

Grants

Angie Adams Laura Alberto Albertson's **Amazon Smile** Anderson Charitable Foundation Civitans **Lindsey Atencio Amy Berman Emily Bihn** Serena Bihn-Adams **Jill Brame Danny Bynum** Mandy Cedeno **Kathy Coates Dion's** Erika Edgerly **David England Enterprise Holdings Foundation** Friends of Libraries & Literacy **Pauline Gonzales Kimberly Griffin** Hancock Community Foundation Sean Sullivan **Katharine Harmever** HP **Hurst Capital Management** James Jimenez **Fiona Jovce Faith Kelly** Judy Lopez Chacon Lopez Amanda Lovato **Bill & Lori Lowen** Sofia Lucero **Rebecca Miera** Bruce Miller

Adam Milner Anne Nokes Annie O'Brien P. Manuel Ornelas Plants of the Southwest **PNM Graciella** Poley **Regina Quintana** Lynnae Rael **RoseAnn Ravenwolf** Maria Renteria-Jaramillo **Rio Rancho Rotary Foundation** Dorren Rivera-Ulibarri Jenifer Romero **Office of District Attorney Romo** Sandia Foundation Sandia National Laboratories **Elizabeth Sims** Sarah Singer **Smith's Inspiring Donations April Spaulding** Shane Sullivan **Erika Summers Kenneth Tager Jackie Troncoso Hancock Family Foundation Hillary Velazquez** Jorge Villaseñor Walgreens **Kevin Ward Washington Federal Bank Whiptail Eatery Bill Woldman Edouard Zoutomou**

iPads for ABA Program: Sandia National Labs

Spanish & English board books: Friends of Libraries & Literacy

Tiered water table for sensory play: **City of Vision Civitans**

ABA Program Support: WaFd

Energy saving windscreen: **PNM**

Accessible signage:

Sandia Foundation

WaFd Bank August 30,2022 Abrazos Family Services \$1,000.00 One thousand and ogher Dollars lasington Federal Frandation. Wafd Bank 67890× 1234

AGENCY INCOME

Medicaid Funded	\$1,056,297.94
State Funded	\$1,186,040.57
Private Funded	\$122,862.94
Contributions & Fundraising	\$541,968.58

TOTAL

\$2,907,170.03



A STORY IN NUMBERS

RACHEL PEREZ FINANCE MANAGER

Fiscal responsibility is key in nonprofit management, and Abrazos is proud to continue a legacy of impeccable financial oversight and transparency. These numbers reflect audited FY23 financials.

62% EARLY INTERVENTION 10% RESPITE & FAMILY LIVING

7% ABA THERAPY 3% CONTRIBUTIONS

& FUNDRAISING

18% Administrative

AGENCY EXPENSES

Early Intervention	\$1,641,884.36
Respite & Family Living	\$254,101.01
ABA Therapy	\$195,521.89
Contributions & Fundraising	\$76,292.62
Administrative	\$623,492.17
TOTAL	\$2,791,292.05

THE PEOPLE WHO MAKE IT HAPPEN

Early Intervention Program

Randi Malach, El Program Director

Developmental Specialists

Beth Sims, Team Lead

Lindsey Atencio

Amanda Lovato

Sofia Lucero-Sena

Family Service Coordinators Emily Bihn, Team Lead Kim Griffin

Allison Hartley

Breana Martinez

Specialists Annie O'Brien, OT

Early Intervention

Erika Summers, SLP

Jackie Troncoso, OT

Hillary Velazquez, SLP

Marcella Montoya

Regina Quintana

Lynnae Rael

Maria Renteria-Jaramillo

Administration

April Spaulding, Executive Director

Liza Bales, Administration Manager

Becky Miera, Data Entry Specialist Living Program Manager

Janene Gray, Respite & Family

Rachel Perez, Finance Manager

Shane Sullivan, Human Resources Manager

Applied Behavior Analysis Therapy Program

Katharine Harmeyer, ABA Manager Yvette Hall, BCBA Candidate

Registered Behavior Technicians

Serena Bihn, Team Lead

Madisen Bihn

Mikaela Mendoza

Tessa Preciado

Bethannie Wendt

Faith Kelly, Development Director

Anne Saladino, Administrative Assistant



CELEBRATING A LIFE

Stephanie Simon, beloved wife, daughter, friend, and Abrazos Developmental Specialist passed away unexpectedly earlier this year. The Abrazos family gathered to dedicate a special outdoor space with a bench for quiet reflection and sunflowers, Stephanie's favorite, to grow and multiply in view of the Sandias.

WELCOME

