



Abrazos Family Support Services

Annual Report

July 1, 2019 – June 30, 2020

*Our Ability to Adapt to
Unexpected Change*



A Year of Resiliency

***Even when circumstances change,
our work does not stop.***

Family and Friends of Abrazos,

After months of increasing awareness and fear of the novel coronavirus, COVID-19, the New Mexico Department of Health took steps to protect the lives of New Mexicans with developmental delays and disabilities and their families by eliminating face-to-face services. Abrazos serves 700 families in their homes and communities, and we have been completing this task for the last 40 years without interruption. However, we recognized the need to adjust our delivery model from in-person to telehealth and within 24 hours we were prepared to offer these essential services to the families that depend on us.

Abrazos' experience, knowledge and technology enabled us to quickly adapt and provide the same care and services through the face of a computer screen. Our dedicated team pulled together and rose to the occasion to ensure services were not interrupted:

- The Family Service Coordinators ensured every family knew their options and increased their awareness of community resources;*
- The Developmental Specialists and Therapists worked to develop sessions that tapped into creativity and collaboration;*
- The Respite/Family Living Manager engaged with families via telehealth to ensure they had the needed PPE and services in accordance with their plans and goals;*
- The Administrative Team ran the office smoothly, ensured there were adequate supplies to match the increased demand, and monthly billing continued to be submitted on time;*
- The Management team focused on strategy and supporting services with additional grant funding, ensured state and federal changes were followed, and kept up with the needs of staff and families;*
- The Board allowed for flexibility to better support staff and ensured financial sustainability.*

It is during these difficult times that we are all tested, both as individuals and companies, to step up and support each other. On behalf of Abrazos, the Board of Directors, staff, contractors, and stakeholders - we continue to provide quality services, ensuring equal access, and maintaining family friendly policies and practices.

Warm Regards,

April Spaulding

April Spaulding, Executive Director

Our Commitment to you - in this new Fiscal Year



COVID-19 proved how adaptable Abrazos' staff is in our ability to serve our clients and their families. With our new fiscal year having started on July 1, we are now, more than ever, dedicated to continue this ability to be open and flexible in order to achieve the developmental outcomes of the individuals we serve and the organizational outcomes we aspire to achieve.



We are committed to providing resources to families that do not have access to telehealth and committed to support families in making the telehealth experience the best we can.

We are committed to more efficient and effective service by providing additional space for staff and program growth with a new building on our campus in 2021.



We are committed to improving the lives of children diagnosed with autism by adding ABA Therapy to our Autism Services Program.

We are committed to heightening the awareness of and actively working to better support diversity, equity, and inclusion in our communities.



Collaboration Receives Support

B4-3 Network



Abrazos and our collaborative early intervention partners, Alta Mira, LifeROOTS, Inc., and NAPPR, received United Way of Central New Mexico's highest grant award in 2020 of \$225,000. The B4-3 Network (acronym for before the age of 3) was acknowledged for the impact being made in the lives of children and families by using a comprehensive approach to improve family stability outcomes of at-risk children and their families. The funding is used to provide additional case management and parent support for 400 families. The B4-3 Network also received \$9,346 from the United Way in Capacity Building support for staff development and professional training.

The Impact of One

Beauty is in the eye of the beholder, and for Matt Pelletier, beauty is in the eyes of a fishing lure! Pelletier, from Albuquerque, is a professional fishing lure eye designer that custom makes the resin eyes used in fishing lures and fly-fishing flies. His company, Dead Meat Customs, sells the eyes to lure builders and fly tyers across the U.S. and eight other countries. From January through May, Matt ran a lure creativity contest and then offered the lures through raffles for a fundraising event to support Abrazos and autism awareness. This one individual's efforts resulted in 302 donations totaling \$11,296 and 100% of these funds will support the start-up costs of Abrazos' ABA Therapy Program.



Abrazos

Our Mission, Vision and Values...



The underlying principles for our service model and service delivery

Our Mission

To improve the lives of children and adults with or at risk for developmental disabilities and their families by providing specialized services.

Our Vision

To empower all children and families to achieve their full potential and live enhanced lives.

Our Values

Family Centered Services
Accountability
Communication
Community
Efficiency & Effectiveness
Excellence

Service Footprint

Sandoval County is the primary service area for Abrazos including:

- Rio Rancho, Corrales, Bernalillo, Placitas, and Algodones
- rural areas of the Jemez Valley, Cuba, parts of the Navajo Nation, and the seven Indian Pueblo Tribes/Reservations

In Bernalillo County the service area includes:

- West Albuquerque communities of Ventana Ranch, Eagle Ranch, Paradise Hills and Taylor Ranch

Abrazos' Services



Autism Services

Abrazos is excited to expand our array of services with the newest autism therapy program that focuses on cognitive and behavioral improvement outcomes. For over a year, we have been preparing for the certification and licensing approval to offer Applied Behavior Analysis Therapy. Also known as ABA, this therapy has come to the forefront of being the most effective evidence-based treatment for children diagnosed with ASD. Endorsed and recommended by the U.S. Surgeon General and the American Psychological Association, ABA is a method of treatment therapy that brings about positive, meaningful change in behavior and learning by utilizing reinforcement and environmental adjustments to improve or change specific behaviors. It has been recognized for achieving incredible results in reading, academics, communication, and socialization by providing the skills to improve the essential cognitive (attention, focus, memory, language) and social skills to promote well-being. Abrazos' ABA Therapy Program will begin taking clients soon.

Recreational Respite & After-School Program



The Recreational Respite Program provides children diagnosed with autism spectrum disorder with fun physical fitness and social activities. This year they enjoyed bowling and jumping at a trampoline park. The After-School Program is a partnership with Rio Rancho Public Schools in which middle-school students diagnosed with autism spectrum disorder have an opportunity to participate in cultural, social, and educational activities after-school. Both of these programs are funded by grant support.



Family Infant Toddler Program – FIT –
588 children and their families received FIT services

The FIT program is a specialized service provided to families with children ages birth to 3 years who are experiencing a delay in development, disability or other condition that impacts development; such as cerebral palsy, autism spectrum disorder, or fetal alcohol syndrome. These services include developmental evaluations, screenings, physical therapy, occupational therapy, speech therapy, infant mental health services, nutrition services, and respite services. FIT services are funded by Medicaid and the Department of Health's State General Funds (funding sources will change in 2020/21). FIT also offers a Pre-School Readiness Program and Toddler Movement Program (partially funded with grant support).

Respite Services –
67 individuals received respite services



Respite provides a flexible, short-term break for the primary caregiver who is responsible for a family member with a diagnosed developmental delay or disability. Respite providers care for the individual in the home or other community location. Respite is funded through both the Developmental Disabilities Waiver and the Department of Health's State General Funds.



Family Living -
In its first full year, four adults participated in the program

The Family Living program was launched at Abrazos in 2019 to address the underserved population of adult individuals with developmental disabilities. Family Living is a home-based program that provides 24/7 care to enable adult individuals to remain living in their family home or a surrogate home which promotes independence, community inclusion, and an enhanced quality of living. This program is funded by the Developmental Disabilities Waiver.

Leadership



Board of Directors

The Board of Directors govern the mission; monitor and strengthen programs; ensure effective planning and financial resources; and work directly with the Executive Director. All members of the Board of Directors serve as volunteers and receive no compensation.



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Intel**



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Wells Fargo**



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Retired, City of Rio Rancho**



**Jill Brame, Secretary
Southwest Aeronautics, Math
& Science Academy**



**Paul Chip
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**Paula Benavidez-Chip
Intel**



**Bryson Frazier
City of Galveston, TX**



**Dr. Kristina Gutierrez-Barela
Lovelace Medical Group**



**Melissa Romine
UNM Health Sciences**

Abrazos' Staff



Administration

April Spaulding, Executive Director
Erika Aceto-Tode, Respite & Family Living Manager
Liza Bales, Administration Manager
Amy Berman, Development Director
Katharine Harmeyer, ABA Manager
Robin Laverow Kelman, Financial Manager
Randi Malach, Program Director
Rebecca Miera, Data Entry Specialist
Anne Saladino, Administrative Assistant
Donna Wienker, Administrative Assistant

Early Intervention Specialists

Penny Hicks, PT
Annie Huerta, OT
Erika Summers, SLP
Jackolyn Troncoso, OT
Hillary Velazquez, SLP

Developmental Specialists

Lindsey Atencio
Ashley Chavez
Kalyn Kollie
Teresa Lara
Nichole Legatzke
Sofia Lucero-Sena
Airth McCourt
Jessica Padilla
Elizabeth Sims

Family Service Coordinators

Emily Bihn, FSC Lead
Shannon Almanza
Kim Griffin
Maria Jaramillo
Breana Martinez
Chris Maxwell
Sandra Nemeth
Jessica Padilla
Regina Quintana

*As a New Mexico Family Friendly Business, Abrazos
received the highest recognition,
Platinum Award
&
Abrazos was nominated as a Best Places to Work
by Albuquerque Business First*



Abrazos' Supporters

Abrazos Family Support Services is grateful for the foundations, businesses, and individuals that have supported our efforts of improving the lives of those with developmental disabilities and delays in this fiscal year.

Business & Foundation Supporters



Our ability to continue serving our clients during COVID-19, was due in part, to the support received from these entities:

Adelante's Diverse IT Program

The Emergency Fund through
Albuquerque Community Foundation and United Way of Central New Mexico

The All Together New Mexico Fund through
the Santa Fe Community Foundation and Albuquerque Community Foundation

HP Service Center

New Mexico Early Childhood Funders Group through the Santa Fe Community Foundation

Abrazos wishes to acknowledge and thank these donors who gave between July 1, 2019 – June 30, 2020

Brian Ailor	Michelle Burnette	Emma Graue
Laura Alberto	Joshua Butler	Kimberly Griffin
Mike Alesio	Mandy Cedeno	William Grissom
Arielle Alexander	Ashley Chavez	Kristina Gutierrez-Barela
Justin Allen	Paul Chip	Callie Hanson
Shannon Almanza	Calvin Clark	Carrie Harkness
Allan Altovilla	Rosemarie Clawson	Katharine Harmeyer
Josiah Anderson	Greta Costanza	Jane Harper
Barbara Anderson	Paul Courtney	Brent Hashimoto
David Antczak	Ryan Day	Corey Hatanpa
Christian Ardanowski	Evan Declauzel	Shawn Hayes-Costello
Daniel Armentrout	Christopher Donlon	April Heaton
Mandy Armijo	Travis Driver	Kevin Hernandez
Victor Armstrong	Mike Dudas	Penny Hicks
Warren Ashe	Argen Duncan	Shannon Hill
Lindsey Atencio	Michael Eitzen	Tyler Holden
Blake Baker	Cara Anne Ellison	Annie Huerta
Liza Bales	David England	Don Hurst
Chris Ball	Andrew Eppling	Maria Jaramillo
Carla & Victor Barbiero	Hannah Eslinger	James Jimenez
Rebecca Barton	Cheryl Everett & Harry Gordon	Josh Johnson
Robert Begley	Andrew Eye	Dennis Johnson
Chase Belisle	Matthew Finn	Pat Karpinski
Paula Benavidez-Chip	Doris Fields & Anne Grey Frost	Christopher Keburis
Amy Berman	Chad Fleeer	Robin Laverow Kelman
Emily Bihn	Todd Fleury	Robert Kiffmeyer
Dustin Black	Richard Flores	Ernest King
Brian Blumka	Eric Flowers	Dennis King
Ray Boarts	Grant Forrester	Leona King
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Max Borscha	Adam Fragodt	William Kliber
Raymond Boyd	Jeffery Frahm	Jeremy Krafft
Timothy Boyd	Bryson Frazier	Ryan Laha
Austin Brininger	Glen Fuller	Ryan Lamb
David Britton	Sean Gariety	Terry Lapanowski
Corey Broome	Cody Goodchild	Teresa Lara
James Bryson	Peter Gorski	Reinald Laranang
Jake Bucki		Courtney Lasky

Bryan Lawson
Andrew Lazenby
Nichole Legatske
Wesley Leinon
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Sofia Lucero-Sena
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Cameron Madrid
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Rosa Marquez
Breana Martinez
Emily Martinez
Brady Martz
Treigh Mason
Chris Maxwell
Scott May
John McCann
Airth McCourt
Kevin McLoughlin
Vito Meinking
Benjamin Meister
Rebecca Miera
Shane Mihalko
Nicole Miletta-Schilling
Dustin Miller
Adam Milner
Michael Milone
Adam Minnick
Carlos & Rebecca Molinar
Ryan Monaham
Kirk Montgomery
Robert Mooney
Justin Morris
Joel Morrow
Thomas Munson
James & Harriet Neal

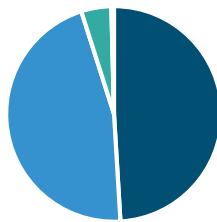
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Brandon Wert
Brock Wesenberg
Joseph Wilczewski
Charlene Wiswell
Jeremy Wolfe
Jesse Workman
Susan Wright
Margaret Wright
Corey Zetterman

Agency Financials

The below graphs represent the Income & Expenses for Fiscal Year 2020 (July 1, 2019 – June 30, 2020). Abrazos is proud to report that administrative expenses were 8% of the budget, well below the national industry average of 23-30%.

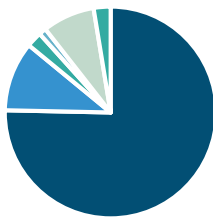
Revenue



■ 1 ■ 2 ■ 3 ■ 4

Medicaid & Medicaid Waiver	\$1,253,394
State General Funds	\$1,176,571
Contributions & Fundraising	\$ 115,299
Other Income	<u>\$ 10,160</u>
TOTAL	\$2,555,424

Expenses



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6

Early Intervention	\$1,866,509
Respite & Family Living	\$ 263,014
ABA	\$ 58,471
Rec Respite/After School	\$ 27,795
Administrative	\$ 197,666
Fundraising	<u>\$ 64,172</u>
TOTAL	\$2,477,627

