



Opening Doors

FY21 Annual Report

Abrazos Family Support Services

Our Mission

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

Our Vision

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

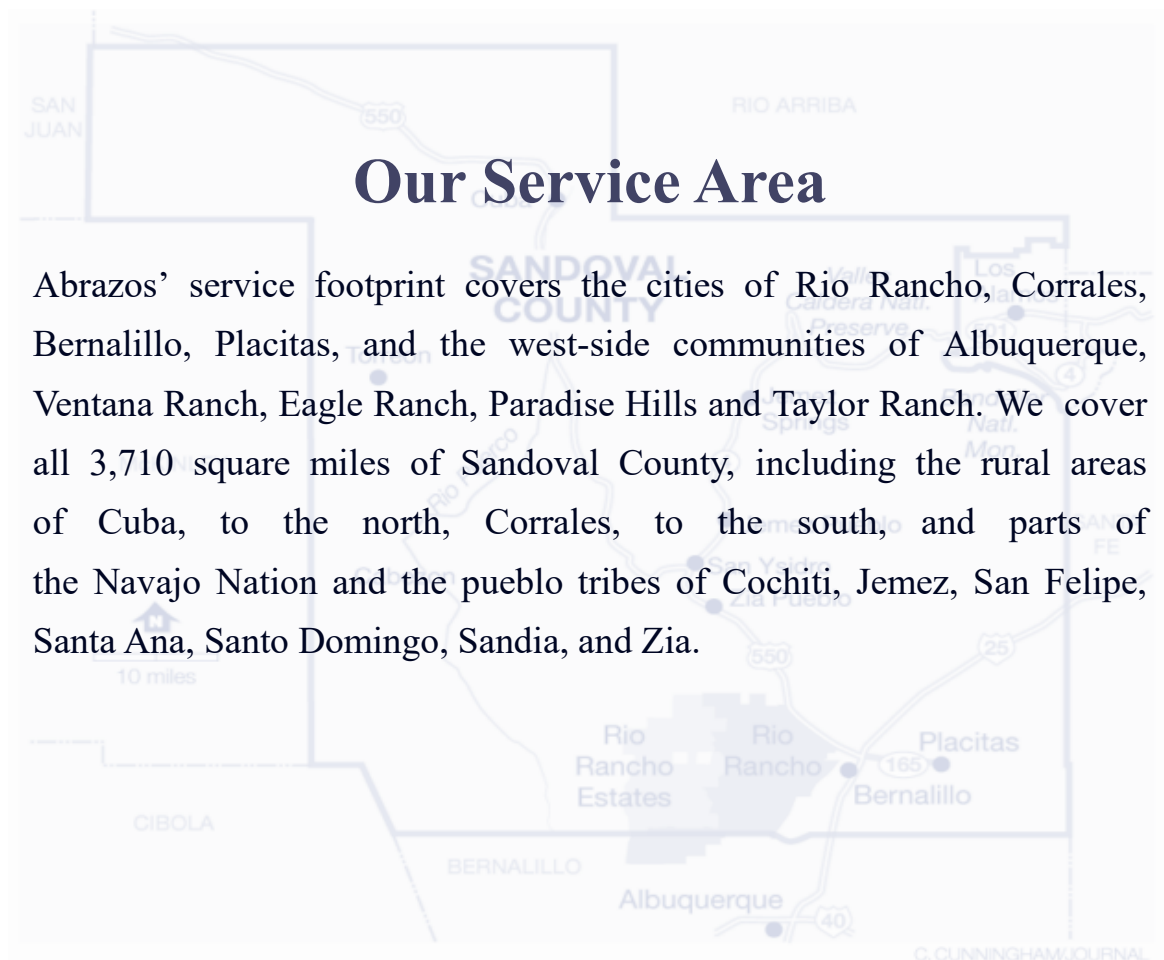
Our Values

Family Centered Services * Accountability * Communication *

Community * Efficiency & Effectiveness * Excellence

Our Service Area

Abrazos' service footprint covers the cities of Rio Rancho, Corrales, Bernalillo, Placitas, and the west-side communities of Albuquerque, Ventana Ranch, Eagle Ranch, Paradise Hills and Taylor Ranch. We cover all 3,710 square miles of Sandoval County, including the rural areas of Cuba, to the north, Corrales, to the south, and parts of the Navajo Nation and the pueblo tribes of Cochiti, Jemez, San Felipe, Santa Ana, Santo Domingo, Sandia, and Zia.



Dear Friends,

“**Opening Doors**” is the theme for this year’s annual report. We chose this theme for many reasons.

Opening Doors signifies, during this most challenging time of Abrazos’ 42-year history, (COVID-19), we made the decision to focus on opening doors through continued growth and opportunity, even while we changed how we worked, communicated, and delivered services.

We chose to proceed with a \$1.6 million facilities’ investment, necessary for developing and strengthening the services provided to individuals with developmental delays and disabilities.

It signifies our dedication to our staff that we maintain open-door policies that encourage creativity and teamwork.

It signifies our flexibility to deliver services. Even if those doors are windows on a computer screen, a backyard, or a park - anywhere we can safely provide services.

Since 1978, Abrazos has maintained opened doors, which allows us to focus on our priorities of:

- Providing quality services for our clients and their families, whether that be in-person, outdoors, or telehealth.
- Empowering our employees with trauma-informed care practices, technology, self-care, and awareness of diversity, equality, and inclusion.
- Ensuring long-term financial stability through diversification of funding and financially strategic decisions.

Together, these priorities provide a path to ensure our focus remains on providing community-based specialized services to improve the lives of individuals with developmental disabilities and delays and their families.

We cannot wait to celebrate this past year’s accomplishments with you and hope you will join us in the coming year as we open the doors to our new building and campus.

Warm Regards,

April Spaulding

April Spaulding,
Executive Director



Opening Doors

Abrazos \$1.6 million facilities investment will strengthen our mission of providing specialized services to individuals with developmental delays and disabilities.

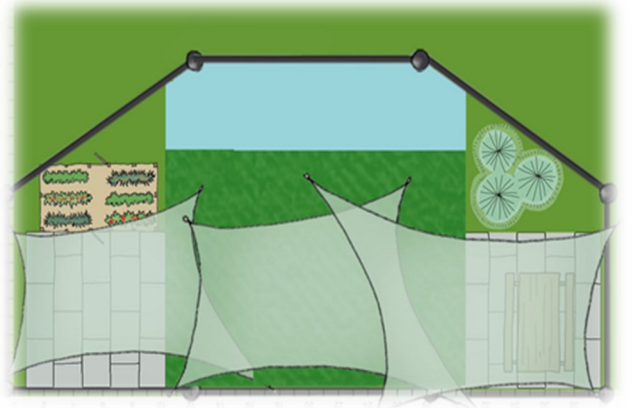
This is how:

Demand for Services - Abrazos became



the first non-profit in New Mexico to become certified as a provider of ABA Therapy. This therapy is the gold standard treatment for improving the cognitive and behavioral outcomes of individuals diagnosed with autism spectrum disorder. The ABA Therapy program will be located in the new building being constructed on our campus, (scheduled to be completed October 2021).

Additional Delivery Model - Adjacent to the new building will be a dedicated outdoor area in which Abrazos' specially trained professionals can provide services in a safe and inviting environment. This area will include a perimeter fence and gate for security, sun-sails for shade, and sensory/play equipment. Encouraged by the State Department of Health, this area will ensure that services can continue to be delivered during times like COVID.



Updated Facilities - The other current buildings on Abrazos' campus are being renovated with new stucco, roof replacement, and cooling systems to provide more modern and comfortable office space for staff.



Employment Opportunities - To support the new autism therapy program, Abrazos will be hiring additional staff to educate, train, and certify as Registered Behavior Technicians. These technicians will work with the individuals in the ABA program.

Financial Security - Abrazos will continue to strengthen its long-term financial health through diversification of funding and financially strategic decisions. This includes not only adding funding sources, but also increasing the services we provide to families in the community.



Support Received for Opening Doors

The expansion and improvements made to Abrazos' campus were made possible because of the support received from these foundations and businesses:

CARL C. ANDERSON SR.
& MARIE JO ANDERSON
Charitable Foundation



DEAD MEAT CUSTOMS
CUSTOMIZE YOUR LURES & FLIES



**Hancock Family
Foundation**



INS LLC

intel®



**New Mexico
GAS COMPANY®**
AN EMERA COMPANY



Fund! A division of the PNM Resources Foundation

SANDIA FOUNDATION



**Sandia
National
Laboratories**

Program Outcomes

Family Infant Toddler (FIT)

Also known as the Early Intervention Program, FIT 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. These specialized services include developmental screening and evaluations, physical, occupational, and developmental therapies, speech-language, feeding therapy, infant mental health services and nutrition services.



Our Impact
540 Children Served
(613 prior to COVID)

Respite Services



Our Impact
27 Children Served
(79 prior to COVID)

Abrazos' Respite Program is a flexible family support service that provides short-term, temporary care to people with disabilities or children who are at risk of a developmental delay. This service allows families to take a break from the daily routine of care giving. Respite care providers assist the individual in activities of daily living, promote the individuals' health and safety, as well as maintain a clean and safe environment. These services occur in the individual's home, the respite care provider's home, or a community setting of the family's choice, such as a

park or museum. COVID-19 impacted respite care in a number of ways. Providing safe and healthy services was Abrazos' priority, but for many families and providers, the challenges of maneuvering through multiple public health mandates became overwhelming and many paused their respite care during the pandemic.

Program Outcomes

Family Living



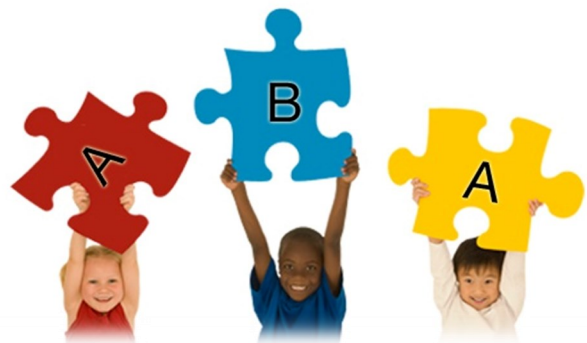
The Family Living Program launched at Abrazos in 2019. This program is a home-based service that provides 24-hour / 7-day-a-week care to enable adult individuals to remain living in their family home or a surrogate home. The Family Living Program promotes independence, community inclusion, and an enhanced quality of living.

Our Impact
4 Adults Served
(4 prior to COVID)

ABA Therapy

Applied Behavior Analysis (ABA) Therapy is known as the gold-standard treatment therapy for individuals diagnosed with autism spectrum disorder. This therapy is proven to significantly improve the cognitive and behavioral skills of individuals diagnosed

with autism. Abrazos became fully credentialed with the state of New Mexico as an ABA Therapy Medicaid provider in July 2020 and with Presbyterian Health Plan and Western Sky Community Care in 2021. Abrazos projects providing ABA Therapy to 60 individuals in the first full-year of providing services and increasing to 125 individuals by year five.

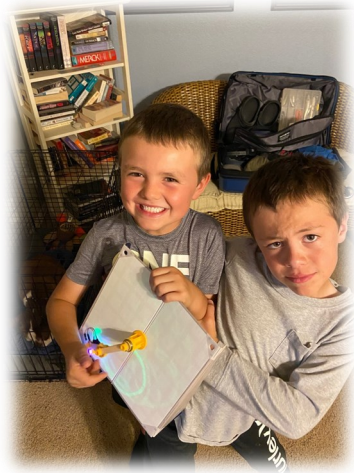


B4-3 Network



B4-3 (acronym for before the age of 3) is a collaboration among Abrazos and three other non-profit Early Intervention agencies (Alta Mira, LifeROOTS, NAPPR) serving the counties of Bernalillo, Sandoval, Torrance, and Valencia. This past year, this collaborative provided additional case management support services to families whose children are at risk of adverse childhood experiences that could negatively impact their development and long-term health. This program was solely funded by the United Way of Central New Mexico.

Hands-on Learning with



Abrazos is fortunate to have INTEL of Rio Rancho as a partner in our early education programs. In 2020 they donated STEM kits to give to our clients to support and develop their cognitive skills in science, technology, engineering, and math.

An Eye for Autism

For the second year in a row, Abrazos had the pleasure of working with local professional fishing lure eye designer, Matthew Pelletier, in an event created by him and named the Creative Concept Contest. Fishing lures and fishing ties were created and submitted to a contest in recognition of autism awareness. Many of the designs were then raffled off

with the proceeds benefiting Abrazos' new autism therapy program. This year's contest raised nearly \$4,000. Our sincere thanks to Matt for his many months of spearheading this event.

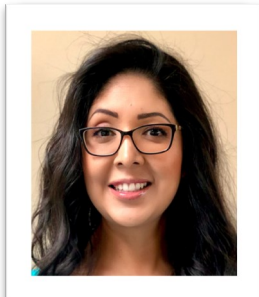


Leadership at Abrazos

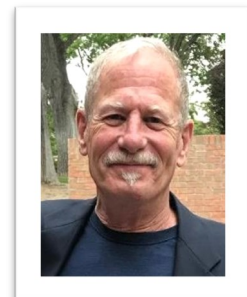
The Board of Directors govern the mission, monitor and strengthen programs, ensure effective planning and financial resources, and work directly with the executive director. All Board members serve as volunteers and dedicate their time and expertise to ensure Abrazos' success.



David England, President
Intel (retired)



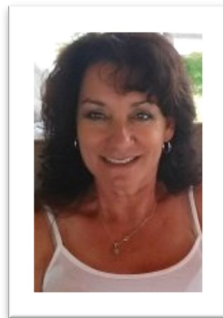
Veronica Torres, Vice President
Wells Fargo



Ken Tager, Treasurer
Resnick & Louis, PC



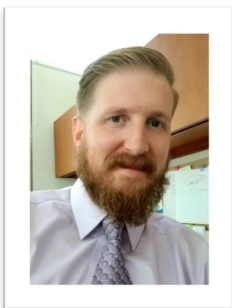
Jill Brame, Secretary
Southwest Aeronautics,
Math & Science Academy



Paula Benavidez-Chip
Intel



Paul Chip
Intel



Bryson Frazier
City of Galveston



Melissa Romine
UNM Health Sciences



Kristina Gutierrez-Barela, MD

Abrazos' Staff

Administration:

April Spaulding, Executive Director
Erika Aceto-Tode, Respite & Family Living Manager
Liza Bales, Administration Manager
Amy Berman, Development Director
Kathleen Coates, Financial Manager
Katharine Harmeyer, ABA Manager
Randi Malach, Program Director
Rebecca Miera, Data Entry Specialist
Bob Powers, Facilities Process Specialist
Anne Saladino, Administrative Assistant

Abrazos recognizes the dedication and hard work of our employees who tirelessly gave their all to the children and families we serve!



Early Intervention Specialists:

Annie O'Brien
Erika Summers
Jackie Troncoso
Hillary Velazquez

Family Service Coordinators:

Emily Bihn
Kim Griffin
Breana Martinez
Regina Quintana
Lynnae Rael
Maria Renteria-Jaramillo
Jamie Stepetic

Developmental Specialists:

Lindsey Atencio
Kalyn Kollie
Sofia Lucero-Sena
Airth McCourt
Victoria Reyes
Beth Sims
Terri Lara

As a New Mexico Family Friendly Business, Abrazos has received the highest recognition - Platinum Distinguished Leader Award



Our Sincere Thanks to Our Individual Supporters

Erika Aceto-Tode	Michael & William Adams	Laura Alberto
Mike Alesio	Arielle Alexander	Shannon Almanza
Amazon Smile	Josiah Anderson	Lindsey Atencio
Liza Bales	Ball Co.	Carla & Victor Barbiero
Blaine Benner	Amy Berman	Emily Bihn
Blackbaud Giving Fund	Jill Brame	Jake Bucki
Joshua Butler	Mari Spaulding Bynon	David Casile
Mandy Cedeno	Ashley Chavez	Jacob Cheney
Andrew Curwick	Jason Darling	Guy Davenport
Christopher Donlon	Encompass Rehabilitation Hospital	Michael Eitzen
David England	ERGO Grip	Jason Espedal
Chad Fleer	Tucker Ford	Christopher Fosbenner
Bryson Frazier	Erick Fredrickson	Joseph Getty
Good Coin Foundation	Kimberly Griffin	Michelle Griffin
Collin Hall	Katharine Harmeyer	Davi Harp
Matthew & Kathryn Hein	Jacob Holmstrom	HP Service Center
Annie Huerta	Hulk Man Bait Co.	Don Hurst
James Jimenez	Christopher Kiburis	Robin Laverow Kelman
Robert Kiffmeyer	Anne La Lopa	Teresa Lara
Bryan Lawson	Brady Lewis	Leonard Lopez
Bill & Lorraine Lowan	Sofia Lucero-Sena	Randi Malach
Doug Manley	Joseph Marozzi	Breana Martinez
Emily Martinez	Scott & Robin Mayberry	Airth McCourt
Microsoft Donation Center	Rebecca Miera	Blake Millett
Mike Musky	Adam Milner	Michael Milone
Carlos & Rebecca Molinar	Robert Mooney	Cameron Muransky
James & Harriet Neal	Neighborhood in Rio Rancho/NIRR Chapel	Jason Nelson
Anne Nokes	OK Fly Co	Johnathan Opell
William Owens	Jess Padilla	Quade Pariseau
PayPal Giving Fund	Corey Pease	Matthew Pelletier
Pelletier Construction, Inc.	Raymond Piper	David & Claudia Leigh Plante
James Potocnik	Regina Quintana	Valerie Rael
Sean Reilly	Maria Renteria-Jaramillo	Mark Riffe
Rio Rancho Rotary Foundation	Doreen Rivera-Ulibarri	Susan Schmoldt
Elizabeth Sims	Brian Skinner	Arthur Slader
Bryon Smigielski	Matthew Smith	Smiths Inspiring Donations
Shaun Snyder	April Spaulding	Tyler Stephens
Erika Summers	Tom Swisstack & Lisa Grover	Kenneth Tager
Seth Thompson	Jackie Troncoso	Angel Trujillo
Jacqueline Trujillo	Lisa Trujillo	Jeremy Tyson
Dan Unser	Hillary Velasquez	Raymond & Katrina Vigil
Dave Vollmer	Russell Wells	Cheryl Williams
Keenan Wind	Robert Wozniak	Susan Wright
		Davis Zink

Agency Financials

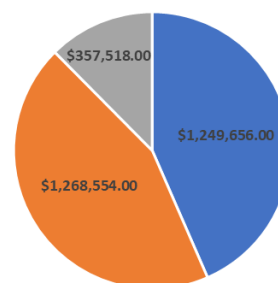
The below graphs represent the Income & Expenses for Fiscal Year 2021 (July 1, 2020—June 30, 2021). Abrazos is proud to report that administrative expenses were 7% of the budget, below the national industry average of 15-25%.



Agency Income

Medicaid & Medicaid Waiver	\$1,249,656.
State General Funds	\$1,268,554.
Contributions & Fundraising	\$ 357,518.
TOTAL	\$2,875,728.

Agency Income

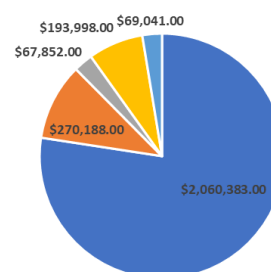


■ Medicaid & Medicaid Waiver ■ State General Funds ■ Contributions & Fundraising

Agency Expenses

Early Intervention	\$2,060,383.
Respite & Family Living	\$ 270,188.
ABA Therapy	\$ 67,852.
Administrative	\$ 193,998.
Fundraising	\$ 69,041.
TOTAL	\$2,661,442.

Expenses



■ Early Intervention ■ Respite & Family Living ■ ABA Therapy ■ Administrative ■ Fundraising

**Note, financials had not yet been audited at the time of this publication.*

