

ABRAZOS FAMILY SUPPORT SERVICES

MAPPING THE FUTURE



**ANNUAL
REPORT
2024**



ABRAZOS
Family Support Services
www.abrazosnm.org

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LETTER FROM THE EXECUTIVE DIRECTOR



APRIL SPAULDING

Dear Abrazos Family,

As I write this letter, my heart swells with gratitude and hope for what we've accomplished this past year and for the incredible journey that still lies ahead. Each of you—our families, staff, partners, supporters, and fellow wanderers—have been the heart and soul of Abrazos Family Support Services. Together, we've woven a powerful story of compassion, perseverance, and steadfast support to those we serve: children and adults with developmental delays and disabilities. It's this shared commitment that gives me so much hope as we map the path forward.

This year, we've been on a voyage of reflection, looking deeply at how we can better serve our families, support our staff, and build an even stronger foundation for the future. The needs of our community have been our compass, guiding every decision and every step we've taken. But this journey is not just about where we've been—it's about where we're going. Together, we are not only navigating a path forward; we are charting the future.

Mapping the Future

The road ahead is filled with promise and possibilities. We envision a future where every family who opens their doors to us feels supported, heard, and empowered. As we map that future, our guiding stars are clear:

- **Expanding Services:** We dream of a day when no family has to worry about accessing the services they need. We will continue to fight to make sure every family, no matter their circumstances, has access to the care they deserve.
- **Innovative Program Development:** We're listening, learning, and evolving. As the world changes, so do the needs of our families. We will continue to push boundaries, developing innovative programs that meet families where they are and address the unique challenges they face.
- **Sustainable Growth:** Our promise to you is that we will continue to grow wisely and intentionally. We will ensure that the financial integrity of Abrazos remains strong, allowing us to serve more families and expand our reach for years to come.

None of this would be possible without you. It's your support, your trust, and your belief in our mission that allows us to dream bigger and do more. I know the road ahead won't always be easy, but with your continued partnership, I believe our path forward will be full of hope, love, and opportunity for every family we serve.

From the bottom of my heart, thank you for walking this journey with us. Together, we are not just mapping the future—we are shaping it, one step at a time.

With deep appreciation and hope,

April Spaulding



EMBRACING OUR COMMUNITY, ONE FAMILY AT A TIME

MISSION

The mission of Abrazos Family Support Services is to enhance the quality of life for individuals with developmental delays and disabilities by providing specialized family-centered, community-based services.

ORGANIZATIONAL VALUES

- Family Centered Services
- Accountability
- Communication
- Quality
- Financial Integrity

**Individuals
Served**

601

A NOTE FROM THE BOARD PRESIDENT

The theme for the year's annual report, "Mapping the Future" truly captures the spirit of Abrazos Family Support Services as we continue our journey of growth and impact. Recently, our management team and board came together to build a strategic plan that not only honors our history but also sets a strong course for our future. Our new mission and vision statements are aligned more closely than ever with the work we do to empower and support families across Sandoval and Bernalillo Counties.

We are also delighted to welcome new board members whose diverse expertise and dedication add great strength to our team. Their insights will be invaluable as we work together to ensure that Abrazos remains a vital, responsive resource for our community. The board and I are deeply committed to supporting the incredible work of our staff, who continue to make a profound difference in the lives of those we serve.

Thank you for being an essential part of the Abrazos family as we look forward to a bright and impactful future.



BOARD OF DIRECTORS

Jill Brame, President,
RRPS, Parent

Bryson Frazier, Vice
President, CFO
Galveston Park Board

Margaret Andrews,
Secretary,
Parent

Herman Sanchez,
Treasurer,
Kewa Tribal Program
Administrator

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Damon Hudson,
Attorney, Singleton
Schreiber

Rick Miera, Retired
Government

Nikayla Potter, Nurse,
Parent

Sandro Tonini, WESST
Vice President

Dr Kristina Gutierrez-
Barela, Pediatrician



EARLY INTERVENTION

Abrazos' early intervention makes a difference because it is based on research that shows that rapid brain development takes place during the first months and years of life, so infants and toddlers are learning very early in their journey!

This past year was like a kaleidoscope of butterflies emerging from their cocoons. Families began taking their children for their regular well child checkups and more parents asked questions about their child's development and sought assistance when their child was not achieving their developmental milestones as expected. Cancellations went back to pre-pandemic levels. As a result, our referrals increased by 4%.

93% of children who received services from Abrazos have a developmental delay in one or more areas of development, while others have at-risk conditions.

We began last year with long waitlists for therapy (OT, PT, SLP) and nutrition services. By this past summer, we had reduced those waitlists to ¼ or less of what they were. We continue to offer lactation support to mothers and added infant massage as another support service. Our Family Support Services are highly valued by parents seeking support for themselves as parents of a young child with a delay or disability condition. 96% of our services are provided in family homes with 4% in daycares.

RESPITE & FAMILY LIVING

RESPITE

The Respite Program provides temporary, short-term care for individuals with developmental disabilities, offering primary caregivers valuable time to rest, attend to errands, or focus on their own well-being. This year, the program has experienced significant growth, with an increase in active providers and the enrollment of new families. We are now able to serve families who previously could not be accommodated due to provider limitations. In 2023, Abrazos welcomed eight new respite providers, underscoring our commitment to expanding our capacity and meeting the needs of families within our community.



FAMILY LIVING

The Family Living Program provides individuals with developmental disabilities the opportunity to live in a supportive, family-centered environment where they can grow in independence, engage with their community, build meaningful social connections, and enhance their overall quality of life, all while receiving services uniquely tailored to their needs. Despite challenges within the Developmental Disabilities Supports Division, the Family Living Program has maintained a steady course this year. As New Mexico continues to adapt funding and service regulations, Abrazos remains committed to guiding our families through these changes, ensuring they have the support needed to navigate available services.

APPLIED BEHAVIOR ANALYSIS (ABA)



While mapping out our progress in ABA over the past year, we discovered that to have a successful ABA program, our best solution was to stay local. We shifted our billing contract to a local biller who understands the ins and out of New Mexico billing. Additionally, our new and improved data collection platform provides better support to our team of professionals. Since we have rerouted these services, we have seen significant improvements in our ABA billing system.

Over the past year, clients in Abrazos' ABA Program experienced valuable growth through our tailored therapy services, with 65% of sessions held in the home, 20% in our clinic, and 15% in schools and daycare settings. This approach enabled our therapists to prioritize critical skills development, including social, communication, and language skills, while also guiding clients in emotional self-regulation. Our therapists helped clients build essential daily living skills, such as dressing for school, making their beds, transitioning smoothly between activities, preparing snacks, and engaging socially with peers, among many other abilities. We celebrate each success, knowing that every step forward enhances our clients' independence and thriving at home, school, and within the community.



COMMUNITY PIONEERS



Abrazos' team of trailblazers works tirelessly every day to serve the children and families enrolled in Abrazos Family Support Services. Abrazos was able to reestablish our annual staff retreat this year with a focus on values, commonalities, and developing a tagline for Abrazos.

Our small but mighty team served over 600 individuals and their families with more than 53,000 hours of service! Abrazos supports these community leaders by offering competitive compensation packages designed to benefit both employees and their families, empowering them to better serve families in our community. In addition to training and a culture of reflection and care, our team is equipped to venture to the cities, neighborhoods, villages, pueblos, and homes that need us the most.

**Hours of
Service
Provided**

53,557



GUIDES ON THE PATH



* Lindsey has worked with Abrazos as a Developmental Specialist for over 5 years. She not only provides developmental instruction to children and families, but she also provides the initial multidisciplinary evaluations for new children entering early intervention services.

* What Lindsey loves most about working with families is building caring and meaningful relationships with the children and their families.

LINDSEY ATENCIO

Developmental Specialist



* Maria's focus is to provide resources and encouragement to the parents she serves. She also provides information regarding their rights and supports them to learn advocacy skills and support their child in the future.

* Maria has worked with Abrazos for ten years and loves seeing families come together to work through challenges that make them stronger.

MARIA JARAMILLO

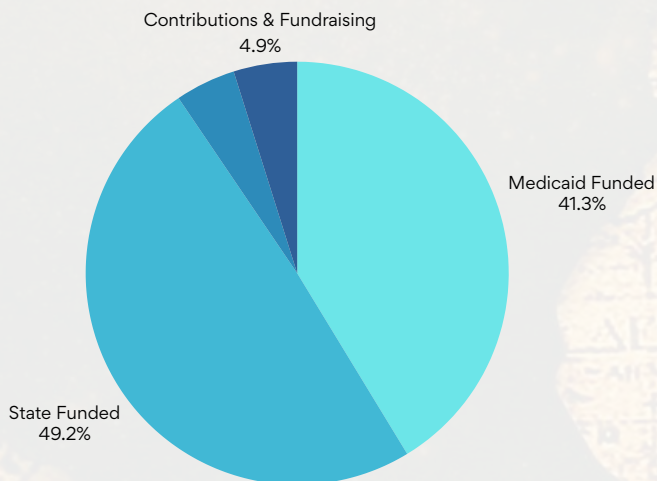
Bilingual Family Service
Coordinator

FINANCIAL STATEMENTS

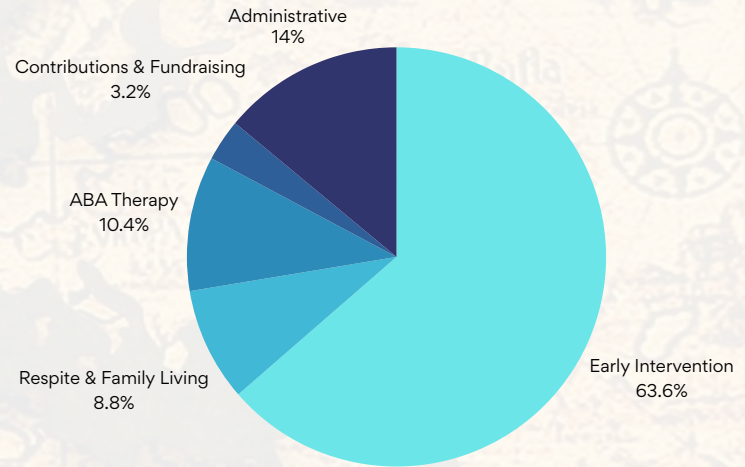
* One of Abrazos' identified values is Financial Integrity. We strive to be prudent financial stewards of the resources entrusted to us by our grant funders, donors, and state and federal partners. We uphold this trust by judiciously allocating our time, nurturing our assets, and fairly compensating our employees, ensuring the sustainability of our organization.

AGENCY INCOME

MEDICAID FUNDING	\$ 1,116,118.48
STATE FUNDING	\$ 1,330,490.88
PRIVATE FUNDING	\$ 124,967.19
CONTRIBUTIONS & FUNDRAISING	\$ 131,260.55



AGENCY EXPENSES



EARLY INTERVENTION	\$ 1,704,288.51
RESPITE & FAMILY LIVING	\$ 235,060.15
ABA THERAPY	\$ 278,597.40
CONTRIBUTIONS & FUNDRAISING	\$ 88,556.86
ADMINISTRATIVE	\$ 374,551.23

* END OF YEAR TOTALS

Revenue	\$2.7M
Expenses	\$2.6M
Assets	\$5.3M
Liabilities	\$220,686

* \$1.6M EMPLOYEE TRUST

Abrazos is dedicated to supporting our employees and recognizing their essential role in our mission. We are proud to offer a unique benefit: a fully-funded profit-sharing and pension plan available to all full-time employees. This plan is funded exclusively by Abrazos, requiring no employee match, and is a cornerstone of our commitment to their financial future. This year, we are pleased to report that the employee-owned fund has reached \$1.6 million, a testament to our investment in our team and their long-term security.

NOTABLY, THE FINANCIALS HAD NOT YET BEEN AUDITED AT THE TIME OF THIS PUBLICATION

FELLOW VOYAGERS

ABRAZOS GENEROUS DONORS

We are honored to recognize the dedicated donors traveling with us at Abrazos Family Support Services. With your generous support, we continue paving pathways for children and adults with developmental disabilities and delays, empowering families across our community. Thank you for being a vital part of this journey, bringing hope and growth to our community every step of the way.

Albuquerque Community Foundation

Margaret (Maggie) Andrews

Margie Arnett

Lindsey Atencio

Xandra Bailey

Liza Bales

Emily Bihn

Madisen Bihn-Adams

Serena Bihn-Adams

Sandoval County Commissioner Jay Block

Blue Cross Blue Shield of NM

Jill Brame

Sandoval County Commissioner

Katherine Bruch

The Anderson Charitable Foundation

Tina Carnow

Mandy Cedeno

Claudia Chacon

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Clothes Helping Kids, Inc

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Los Alamos National Laboratories Foundation

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Sofia Lucero

Randi Malach

Courtney Menzel

Ella Merino

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Michael Milone

Mikaela Mondoza

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Marcella Montoya

New Mexico Gas Co

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ONWARD TO ADVENTURE

Every skilled mapmaker understands that standing still is never an option unless you are lost, and at Abrazos, we have a clear vision of where we want to go! In the coming year, we are dedicated to expanding our programs, increasing our talented team, strengthening our advocacy efforts, and fostering innovation. Each step forward brings us closer to serving every family in need of our support and services. Through growth and commitment, we aim to make a lasting impact on the lives of those we serve, empowering families to navigate life's challenges with confidence. We invite you to join us on this journey, sharing in our mission to build a community where all families receive the support they deserve.

ADVOCACY

With the upcoming 60-day legislative session, Abrazos is prepared to support budget requests which will directly impact our services and the families enrolled in our programs. We will continue to advocate for accessible and quality services through Advisory committees, Governor Councils, and legislative education.

PROGRAM GROWTH

This next year, we will focus on programmatic growth in our ABA and Respite/ Family Living programs. Despite the shortage of providers in New Mexico, Abrazos is determined and prepared to recruit a qualified workforce so that we can increase our services and support more families.

INNOVATION

Thanks to a \$175,000 grant award, Abrazos will spend the next year analyzing our current technology and charting new territory with top-of-the-line gear and training.

RESILIENCE

Thanks to a grant from the Foxwynd Foundation, our team of professionals will receive training throughout the year to improve their ability to identify children and families who have experienced trauma and effective methods to provide support and resources to those families. Staff will also spend time focused on reflective practice, resiliency, and self-care.



ABRAZOS
Family Support Services
www.abrazosnm.org

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