

# IMPACT REPORT 2023-24



the **village**  
family services



# A Year of Progress

**LEADING WITH PURPOSE AND PASSION**





We remain steadfast in our commitment to supporting children, youth, and families and adapting swiftly to evolving and urgent needs.

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**Advancing the Field**

Hugo proudly serves on the boards of the Family Focus Treatment Association (FFTA) and California Council of Community Behavioral Health Agencies (CCCBHA)

Dear Supporters, Partners, and Friends,

As we reflect on the past year, we are filled with immense gratitude for the collective effort that has driven our mission forward. Together, we have created brighter futures for children, families, and young people in our community.

This year has been a testament to the power of compassion and collaboration. Through our mental health services, we have provided vital support to children and families navigating challenges, helping them find strength and resilience. In our foster care and adoption programs, we've celebrated the incredible gift of family, as countless children found loving homes and a sense of belonging.

For unhoused youth, our housing services have been a lifeline—offering not just shelter, but hope, opportunity, and a pathway to independence. Each story of a life transformed reminds us why we do this work and fuels our commitment to do even more.

Our impact is only possible because of the unwavering support of people like you—our donors, volunteers, community partners, and advocates. Whether it's through your generous contributions, your time, or your voice, you have been an essential part of this journey.

Looking ahead, we are excited to continue expanding our services and deepening our impact. We are driven by the belief that every child deserves a safe and nurturing environment, every family deserves support, and every young person deserves a chance to thrive.

Thank you for standing with us, for believing in our mission, and for helping us change lives. Together, we are building a stronger, healthier, and more compassionate community.

With heartfelt gratitude,

A handwritten signature in black ink, appearing to read 'Hugo C. Villa'.

Hugo C. Villa, LMFT  
Co-Founder & Chief Executive Officer

**Impact  
Highlights &  
Accomplishments  
FY 2023-24**

**We're on a mission to end youth homelessness, ensure that foster children thrive, and strengthen our workforce.**

Helping young people experiencing homelessness and children in foster care find stable homes requires bold and immediate action. To create lasting positive change, we need to be flexible and work hand-in-hand with other organizations, funders, and supporters. By joining forces, we can find creative solutions and make a bigger difference.



**WE INCREASED OUR REACH AND IMPACT.**

**4,705**

children, youth, and families were impacted by The Village's programs, a 15% increase over last year.

**54%**

of those we serve are Hispanic or Latino

**25%**

are White or Caucasian

**15%**

are Black or African-American

<1% Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native



**WE'RE EXPERTS IN TRAUMA-INFORMED BEHAVIORAL HEALTH.**

**598**

individuals served, 69% were children and youth.

**34%**

ages 12 and under

**35%**

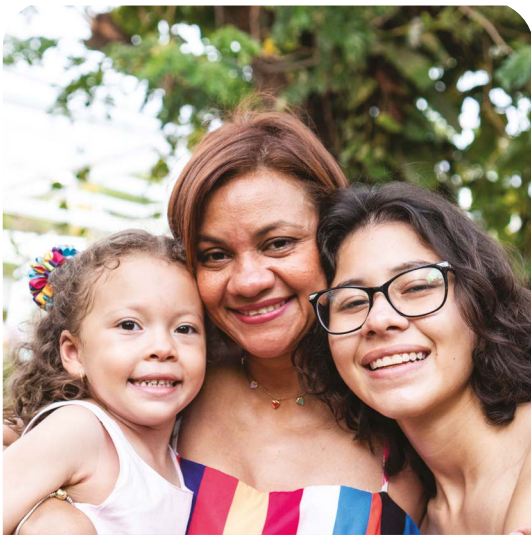
ages 13-17

**15%**

ages 18-24

**16%**

ages 25+



**WE'RE BILINGUAL,  
BICULTURAL FOSTER  
CARE AND ADOPTION  
SPECIALISTS.**

**277**

children, youth, and  
families served

**82%**

Hispanic or Latino

**18**

adoptions completed  
or in process

**130**

completed adoptions since  
the program's inception



the **village**  
family services



**WE DELIVER SERVICES AND HOUSING  
DESIGNED SPECIFICALLY FOR YOUTH.**

**686**

youth served through our Drop-In Center,  
a 12% increase over last year.



**478** received employment services  
(+32% from previous year)



**408** received housing services  
(+18% from previous year)



**490** received mental health linkage  
(+68% from previous year)



**425** received education services  
(+78% from previous year)

**33,462** total service encounters, including  
meals, personal, and other services

**47.5** average number of service  
encounters per youth

**18%** chose to identify as LGBTQ+

# UNITED TO END YOUTH HOMELESSNESS

## The Village's Drop-In Center

# A Safe Refuge For LGBTQ+ Youth

**As the Lead Agency for the County's Youth Coordinated Entry System (YCES) in Service Planning Area 2 (SPA 2), we are dedicated to helping young people access the services they need to stay safe and achieve stability. Whether they're living on the streets, couch surfing, or transitioning out of foster care, our message is clear: *We care about you, and we're here to help.***

As a trailblazer in providing essential services for LGBTQ+ youth, The Village recently launched the Youth Homelessness Demonstration Project (UHDP)—a community outreach initiative to address homelessness among chronically underserved LGBTQ+ young people across the San Fernando Valley and beyond.

A Village Outreach Team regularly walks the streets, engaging unhoused youth and inviting them to access The Village's services, which include:

- Transitional housing at our Chatsworth youth facility
- Assistance with long-term housing
- Gender-affirming therapy and support groups
- Employment and education support
- Helping meeting basic needs such as food and clothing

A grant from Providence Community Health Initiatives funded weekly meetings and gender-affirming therapy.

A key component of the program is the Gender-Affirming Closet Project, housed in the Drop-In Center. The Closet Project, made possible by a grant from the Pritzker Family Foundation, provides essential products for unhoused youth undergoing gender transition.

Community Engagement Specialist Azucena Saldana and Youth Ambassador Corrina Kirby oversee the Closet Project, which offers culturally relevant, often hard-to-find items such as compression bras and clothes in all sizes. Every item it stocks is assessed for its value to the community they serve.

"It's important to give people in transition space to learn about themselves," Corrina says. "This is not prevalent enough, especially for those on the streets. The Village is doing important work in this area."



### YOUTH COUNCIL LEADS THE WAY

We are lifting up youth voices by giving them the infrastructure of an organization like The Village. Together, they meet and provide valuable insights to community service providers so we can continue to meet the unique needs of unhoused youth.

### A HISTORIC APPOINTMENT

Alejandro Soria, The Village’s Senior Director of Outpatient Mental Health, has been appointed to serve on Los Angeles County’s first-ever LGBTQ+ Commission.

“I’m excited and honored for this opportunity to serve my community,” Alejandro says. “As a gay man myself, I will not only be LGBTQ+-affirming on the Commission, I will be a strong advocate for mental health care.”

As one of 15 inaugural commissioners, Alejandro will help advise the Board of Supervisors on issues affecting LGBTQ+ residents across Los Angeles County.



# CHEERS to TEN YEARS: CELEBRATING CHAMPIONS FOR YOUTH

To commemorate the tenth anniversary of the Drop-In Center for Youth, The Village hosted two events: a celebratory party in North Hollywood to showcase our facility and services, and a community summit to advance innovative and effective strategies to address youth homelessness at Cal State Northridge.

In April 2024, The Village celebrated a decade of making a real difference in the lives of young people experiencing homelessness in their community with an intimate and impactful fundraising event.

The Drop-In Center was transformed into a vibrant space where guests enjoyed tours of the center, bid on exciting silent auction items, and were treated to a performance by the renowned country music star Annie Bosko. The highlight of the evening, however, was hearing from the young people themselves, sharing their inspiring

stories of resilience and how The Village had supported them on their journey.

The event honored a few distinguished guests, including Providence Health System, Los Angeles County Supervisor Lindsey P. Horvath, and the Hollywood Food Coalition – all dedicated partners in the fight to end youth homelessness.

The evening was a resounding success, filled with joy, gratitude, and a shared commitment to building a brighter future for young people in need.



# SUMMIT 2024: STRATEGIES FOR UNHOUSED YOUTH

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The inaugural youth summit brought together more than 150 government officials, nonprofit leaders, public sector representatives, youth council members, peer counselors, students, and funders. This diverse audience underscored society's collective responsibility to create a future where all youth have stability, support, and opportunity. Here are a few of the valuable insights offered by speakers and panelists.



## Keynote: Why Young People Experiencing Homelessness Need Different Services Than Adults

"It is essential that we understand how homeless youth differ from chronic homeless adults. To be effective, policies and services must address the fundamental developmental needs of youth transitioning to adulthood."

**Dr. Daniel Siegel**, Executive director of the Mindsight Institute, founding co-director of the UCLA Mindful Awareness Research Center, and Clinical Professor of Psychiatry at the UCLA School of Medicine



## Learning from Lived Experience: Youth Share Insights to Inform Services and Policy

"Where is the money for my next meal or rent going to come from? Where can I go to feel safe? It's overwhelming. We need to be listened to and treated as human beings, not 'clients.'"

**Moderator:** Olga Flores, Director of Housing, The Village Family Services  
**Youth Panelists:** Grant Helm, Rosie Bibian, Saphira Nguyen



## Youth Services Providers: Housing Is Not Enough — The Need for Trauma-Informed Services

"The current government system for homeless youth replicates the adult system and doesn't work for youth. We need to understand why youth are becoming homeless and reorient goals and funding sources. There is also a need to be more intentional about convening, training, and supporting homeless youth service providers across all eight Los Angeles County SPAs."

**Moderator:** Alejandro Soria, LMFT, Sr. Director of Outpatient Behavioral Health, The Village Family Services

**Panelists:** Dexter O'Connell, Director of Youth Policy & Advocacy, Safe Place for Youth, Erin Casey, LCSW, Director of Programs, My Friend's Place, and Olga Flores, Director of Housing, The Village Family Services



## We Must Make the Case for Investing in Youth

"Young people are NOW. There is no reason any young person should be living on the streets today. The county needs to focus on what's working. We need more early intervention, housing and mental health services to prevent youth homelessness and to serve unhoused youth."

**Lindsey P. Horvath**, Chair, Los Angeles County Board of Supervisors, 3rd District

# Unaccompanied Children Transitional Foster Care Program

## Short Stay. Long Impact.

In 2023, The Village launched a specialized foster-care program to support children who enter the U.S. alone or are separated from their parents or legal guardians at the border. The program's primary goal is to reunite these children with family members already living in the U.S.

Funded by the U.S. Office of Refugee Resettlement and other sources, the program operates from The Village's Huntington Park location in Service Provider Area 7. The Village's team includes an intake manager, case managers and aides, behavioral health clinicians, a teacher and teacher's aide, a medical coordinator, and a Prevention of Sexual Abuse coordinator, all dedicated to addressing the children's emotional, educational, and medical needs.

### From infants to Teens

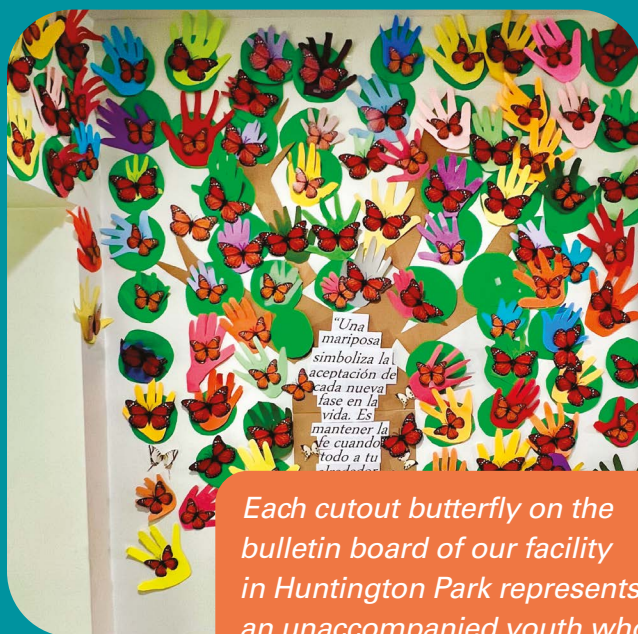
The children in the program range from infants to teenagers and come from countries such as Mexico, Central America, and even as far away as Somalia. Some arrive by plane after passing through immigration checkpoints. Most have no belongings beyond the sweatpants and t-shirts provided by border patrol and often speak little to no English or can only communicate in their dialect.

Program Director Maria Hernandez oversees a team of two travel escorts who are responsible for safely accompanying children to their final destinations across the U.S.

"Our escorts have traveled to both U.S coasts and Hawaii, and everywhere in between," she explains.

While awaiting reunification, the children experience American culture through school, social activities, educational field trips, and living in Village-approved foster homes.

Currently, the program offers 18 short-term foster placements, with stays limited to 90 days. Thanks to the extraordinary efforts of the Village team, they are often able to unify families much sooner, with the average stay of children in its care clocking in at only 14 days. The Village plans to expand its capacity by increasing space, recruiting more foster parents, and providing longer-term care beyond the current 90-day limit.



*Each cutout butterfly on the bulletin board of our facility in Huntington Park represents an unaccompanied youth who has been reunited with family.*



**“This work means a lot to me since I come from an immigrant family. I have loved ones who entered the country as minors and I know this program would have been an invaluable asset if it had been around then.”**

– Dylan Marquez, Intake/Office Manager

## **Intensive Services for Children and Youth in Foster Care**

The Village remains Los Angeles County’s largest provider of Intensive Services Foster Care (ISFC), delivering trauma-informed care to children and youth with the most complex health and behavioral challenges in nurturing and supportive family environments.

## The Village's Mentored Internship Program

# Addressing the Workforce Crisis

Across the country, there is a scarcity of trained social workers and behavioral health professionals. The U.S. Bureau of Labor Statistics recently predicted a critical shortage of 74,000 mental health specialists nationwide each year for the next decade.

A key goal in The Village's strategic plan is to be a "first-choice agency" for training the behavioral health specialists of the future. Last year, The Village welcomed six mental health specialists from USC to its year-long Mentored Internship Program, and a second group of interns joined this year.

### Mentoring From The First Meeting

Linh Vo, one of the original six interns from USC, now works at The Village as a full-time associate Marriage and Family Therapist (MFT), accruing hours to earn her license. Linh chose The Village after meeting the program's director, Sandra Unger, at a networking event. She was initially concerned about working with young children. "But Sandra was warm and open to questions," Linh says, which helped her feel more comfortable with the idea.

"All the interns came in feeling lost," Linh notes. However, she found the staff and environment reassuring. "From filling out client reports to group supervision sessions, there was never a question that wasn't answered. I came away with so many experiences and lots of opportunities to grow."

She found two therapeutic approaches especially meaningful: trauma-focused cognitive behavioral therapy and dialectical therapy. The latter helps clients manage their emotions and improve relationships.

### Making an Immediate Difference

Linh saw the positive impact of her work when she joined The Village's Wraparound team to treat a 12-year-old girl with a history of physical and sexual abuse. The team provided support and therapy that helped her work through her trauma and build rapport with others.

"We observed a lot of growth and positive coping mechanisms," says Linh. "She is now in a much better place, which has been so rewarding."

Among The Village's second group of interns is Marina Coury, who is also working toward her MFT license. In addition to gaining experience with one-on-one therapy, she is learning to run group sessions such as the agency's Incredible Years program, helping children ages 4-8 attain positive academic, social, and emotional skills.

Initially interested in working with young children in a hospital setting, Marina has broadened her interests since coming to The Village. "I like helping teens as well as young kids," she says, "and I'm now open to working in different environments."



## Supporting Mental Health Staff With Stipends

The Village secured and provided more than \$50,000 in incentives and stipends to behavioral health workers to help address workforce retention challenges.

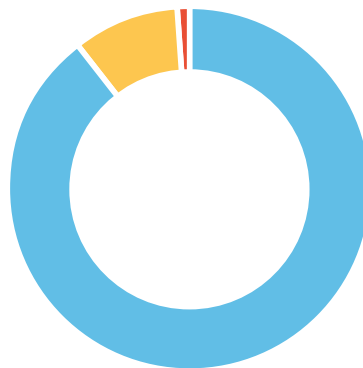
**“The same warmth we are expected to show for clients is how it feels for me working as a part of The Village’s professional team.”**

**“I have seen first hand the help The Village gives. I was once in the Drop-In Center and remember a homeless young man coming for the first time. He asked what services we provided. Our staff told him he could do laundry, eat, and shower, among other things. The look on the young man’s face as he said “I can shower?” made me tear up. To think we take so many things for granted in life. It was a reminder of the good we do for those in need.”**

– Marina Romero, former Village employee and current monthly donor

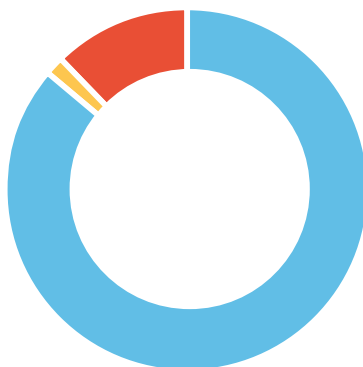
# Financial Statement

The Village Family Services is primarily funded by private donations and program service contracts. Our financial statements are audited annually. The condensed financial statement was extracted from the audited consolidated financial statements. Complete audited consolidated financial statements are available upon request.



## FY 2023-2024 Revenue

|  |                      |
|--|----------------------|
| <b>Program Contracts</b>               | \$ 20,094,797        |
| <b>Other Revenue and Contributions</b> | \$ 2,123,581         |
| <b>In-Kind Contributions</b>           | \$ 57,147            |
| <b>Total</b>                           | <b>\$ 22,275,525</b> |



## FY 2023-2024 Expenditures

|                                     |                      |
|-------------------------------------|----------------------|
| <b>Program</b>                      | \$ 17,539,787        |
| <b>Fundraising</b>                  | \$ 342,864           |
| <b>General &amp; Administration</b> | \$ 2,432,539         |
| <b>Total</b>                        | <b>\$ 20,315,190</b> |

# It Takes a Village

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family services

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#### **Drop-In Center for Youth Services**

6801 Coldwater Canyon Avenue  
North Hollywood, CA 91605

#### **Southeast Los Angeles Center**

Huntington Park, CA



#### **Our commitment to quality is evidenced throughout our agency.**

The Village is proud to be accredited by the International Commission on Accreditation of Rehabilitation Facilities (CARF) for its Adoption, Foster Care, Mental Health, Wraparound, and Drop-In Center services.