



2024

Asian Family Support Services of Austin
Impact Report



AFSSA
ASIAN FAMILY
SUPPORT SERVICES
OF AUSTIN

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24/7 Crisis Line
877-281-8371



Message from the Executive Director

Dear Friends of AFSSA,

What is our way forward in the next 5 hours, 5 days, 5 weeks, 5 months, 5 years? How will we stay safe? What's the cost? What's making it harder, more dangerous... and what's making it easier, clearing a safe path forward? Who can we trust with our lives and our livelihood?

Survivors of domestic and sexual violence have to answer these questions every day. They must conduct complex analysis for every decision and must do it in a state of personal crisis. Their process is riddled with risk and uncertainty. Their risk is heightened with societal chaos. Yet still, the consequences of their decisions are: Life or Death. Safety or Danger. Housed or Un-housed. Income or No Income. On and on they go along the path, enduring more obstacles and higher barriers to access fundamental needs and basic human rights... Reaching toward dignity and their dreams on the way.

Friends, I have good news: you cleared that pathway for every survivor of abuse and every community member who found AFSSA. You cleared away obstacles so survivors of violence could see beyond hours or days. You gave them weeks, months, years. You took the lead and went ahead as far as you could go, ready to welcome those who could start the journey. You offered hundreds of protective factors against abuse - from lentils and spices to lawyers and language access, from therapy and transportation to community-based care and entrepreneur classes. You made it possible for people in crisis to see a future, to dream their future, and to create our collective future.

Together, we showed people where to step, offered our hands on unsteady ground, and never stopped cheering our bold belief to everyone, up against any obstacle: "Yes, there is a way forward. Yes, we can clear the path. We respect you and your culture; you are welcome as you are." We held to the truth that survivors deserve safety and dignity. We know there is a day when the boulders will be only pebbles, when we will walk with ease and freedom.

I am honored to work alongside you, our talented and compassionate volunteers, our partners, philanthropists, foundations, families, and individuals, corporations and small businesses, cultural groups, government funders, our highly skilled staff who meet exceedingly high standards of care, and every single survivor of abuse who fights for their life and safety every day. For 33 years, we've cleared the path for people to move out of survival mode and into creator mode thanks to high trust and a rich and diverse community (that we aren't shy to celebrate!) of many cultures, ages, sexes, genders, sexual orientations, religions, national origins, economic statuses, languages, disabilities, hidden identities, and more who come together in a cooperative spirit to create a Central Texas oasis, ensuring that all survivors can have a start along the path, and that we can live safe.

You make it so. From my heart to yours, Thank you.

We continue on,



Darlene Lanham,
Executive Director



2024 Highlights

2024 was a momentous year for AFSSA! Here are a few of the things that impacted us and our community the most.

Record Level of Hotline Calls and Community Needs Served

AFSSA staff, volunteers, and supporters responded to a record-breaking level of community members in dangerous situations. We lowered barriers to safety and provided immediate crisis response for underserved and rural survivors, helping them out of danger and into services where they can build supports and work toward a life free from violence.

1.

We launched new in-language peer support groups to build long-term communities for survivors. We offered, and continue to offer, new and stronger pathways to sustained safety and independence through workforce development and entrepreneur classes centered on the specific language and access needs of our community. Our clients have shown great interest in these programs, which tells us we're fulfilling the needs of our community.

PARTners in Progress: Disrupting Violence, Building Hope

In April, AFSSA hosted our first violence prevention summit, PARTners in Progress: Disrupting Violence, Building Hope. This one day summit was centered around using our values – Prevent, Advocate, Respond, and Transform – to break the cycle of violence in our community. The event, funded by the Swalm Endowment and the UT LEAD Initiative, featured three speaker panels, a healing fair, and 18 workshops across three tracks: Survivor Healing, Youth Leadership, and Policy Advocacy. The event was an incredible success thanks to over 80 community members who attended throughout the day to hear more than 30 speakers present on topics such as language access, mental health, and art as healing.



2.

Community and Foundations Providing Stability

In March of 2024, Asian Family Support Services of Austin was awarded \$2,000,000 for transforming the lives of Asian survivors of abuse in Central Texas through the Yield Giving Open Call, a national, multi-million dollar grant initiative focused on funding community-led and community-centered nonprofits.

3.

In November, we welcomed our supporters to the Hyatt Regency for a night of community, dance, and heartfelt connection. Our gala co-chairs, Lila & David Brolsma and Anita & Dr. Thiru Lakshman, along with our emcee, Cindy Lo, the gala committee, and all of our amazing sponsors made the evening one to remember.

2024 Silk Road Gala Host Committee

Co-Chairs Lila & David Brolsma
Anita & Dr. Thiru Lakshman

Vandana & Harish Agarawal · Kirtana Banskota · Tosha Chang · Ronald Cheng · Sandy Eapen
Samira & Joydeep Ghosh · Hon. Sean Hassan · Lily Huang · Lesley Varghese & Dr. Harry Thomas
Marshall Thompson · Helen & John Wormington

The AFSSA Difference

Our Mission is to promote abuse-free Asian communities through advocacy, support, awareness, and access to social services.

Our Vision is a world where every person is free from fear of physical and psychological harm.

By empowering survivors of abuse through community-based advocacy and providing education on how to prevent and end violence, we create a healthier and safer future for our community.

Free, Confidential, Community Based Services

AFSSA distinguishes itself by meeting high standards of safe and confidential care, and offering community-based long-term case management in the client's preferred language and while normalizing their heritage and customs.



24/7
In-Language
Hotline



"Know Your
Rights" Sessions



Crisis and
Safety
Planning



In-Language
Services Navigation



Culturally
Relevant Case
Advocacy



School Based
Prevention Programs



Transitional
Housing



Trainings for
Law Enforcement
and Social
Service Providers

Our Values are to do our **P.A.R.T.** to help our community.

Prevent We proactively prevent violence by challenging and changing norms that hold abuse in place.

Advocate We encourage self-advocacy and individual empowerment for survivors of abuse by providing access to community-based services and resources.

Respond As we serve people and communities in crisis, we act as a stabilizing force in our ever-evolving environment.

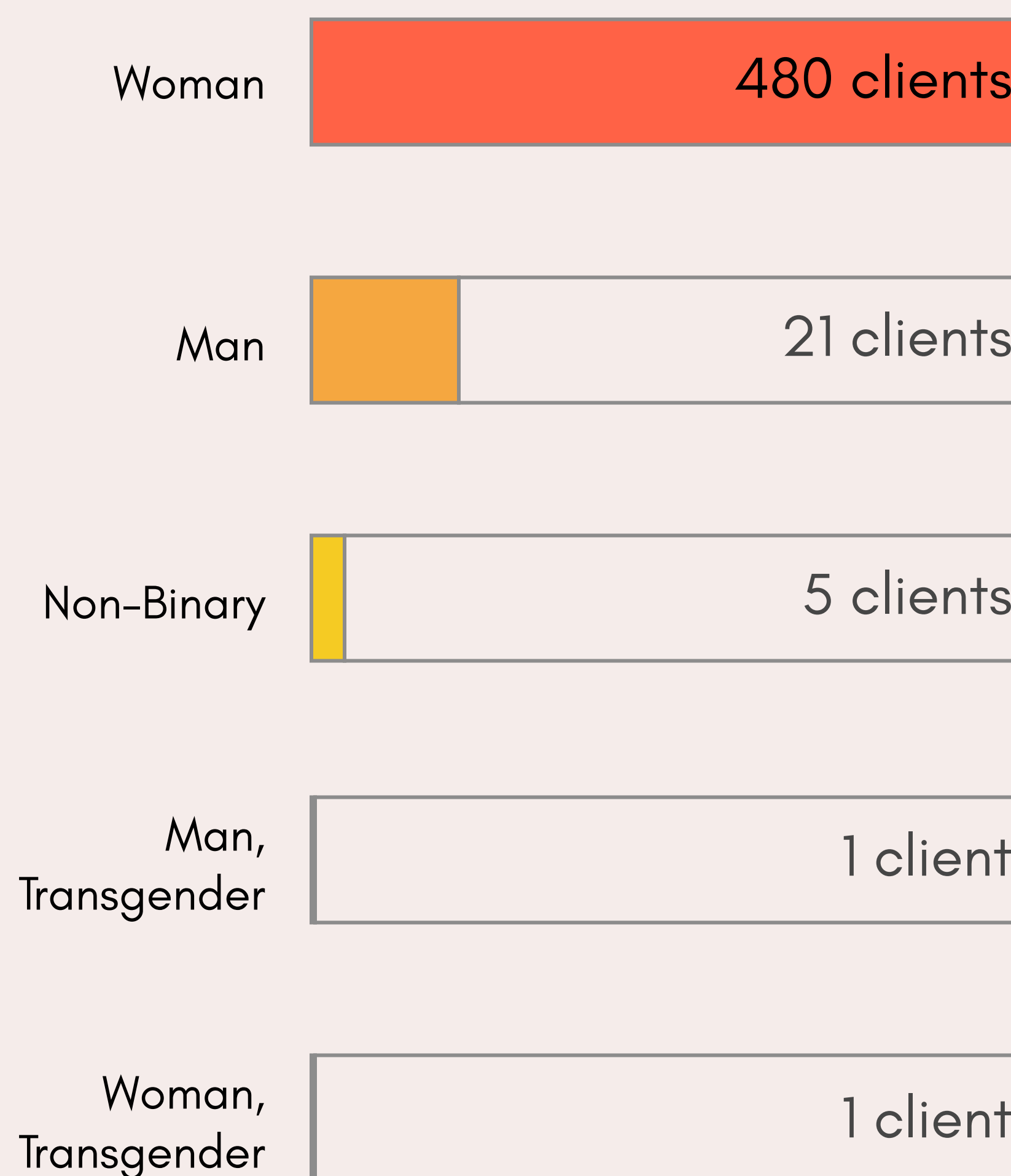
Transform We continually challenge ourselves and others to change the ways we feel, think, and act, advancing community safety and wellness.

"Are we doing our **P.A.R.T.?**" is not just a slogan at AFSSA; it is our measure of success in everything we do.

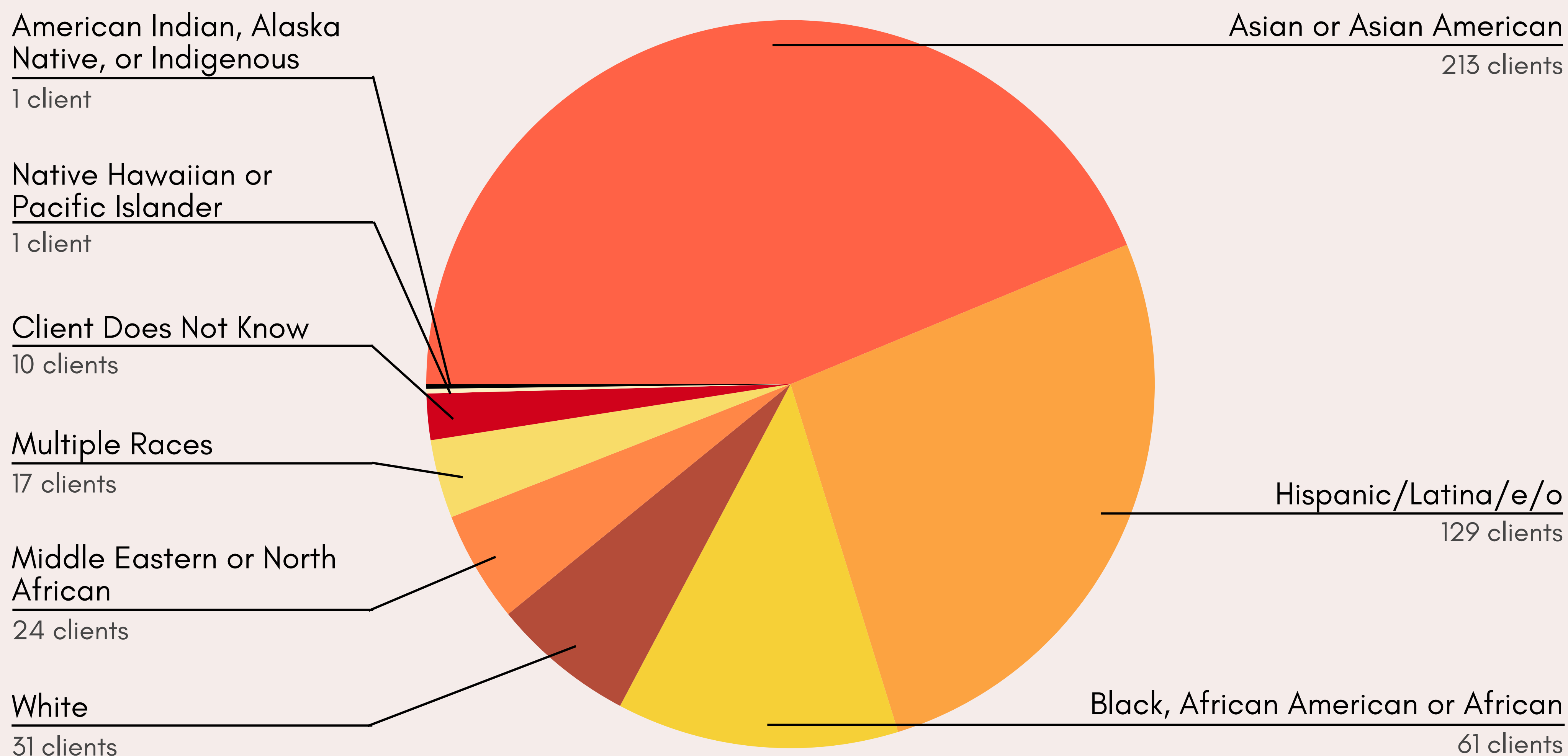
AFSSA's direct services team proudly serves clients pursuing an array of needs. Whether a client is seeking emotional support during a crisis or requesting referrals to attorneys to represent them in a divorce, our client advocates are fiercely advocating for their clients in the community. AFSSA is survivor-led and survivor-centered. Our staff speak 15 different languages and many come from our local Asian community. For survivors of violence, AFSSA is a place that can be trusted to understand their lives and their situations.

We strive to create an inclusive environment for our clients at AFSSA, and we are constantly evaluating what the community needs from our team to ensure they can live a life free of violence. With the aim of support and tools that lead to a survivor's liberation, autonomy, and financial sustainability, AFSSA's direct services include: safety planning; 24/7 hotline with interpretation services; legal advocacy and legal service accompaniment; hospital accompaniment; individual and group counseling; supportive transitional housing; basic needs assistance; and economic empowerment services.

Client-Identified Gender*



Client-Identified Race*



*Demographic totals reflect extant data. Responses in which the data for the relevant fields was not collected or left blank were omitted from these graphs.

In 2024, we answered

1,288

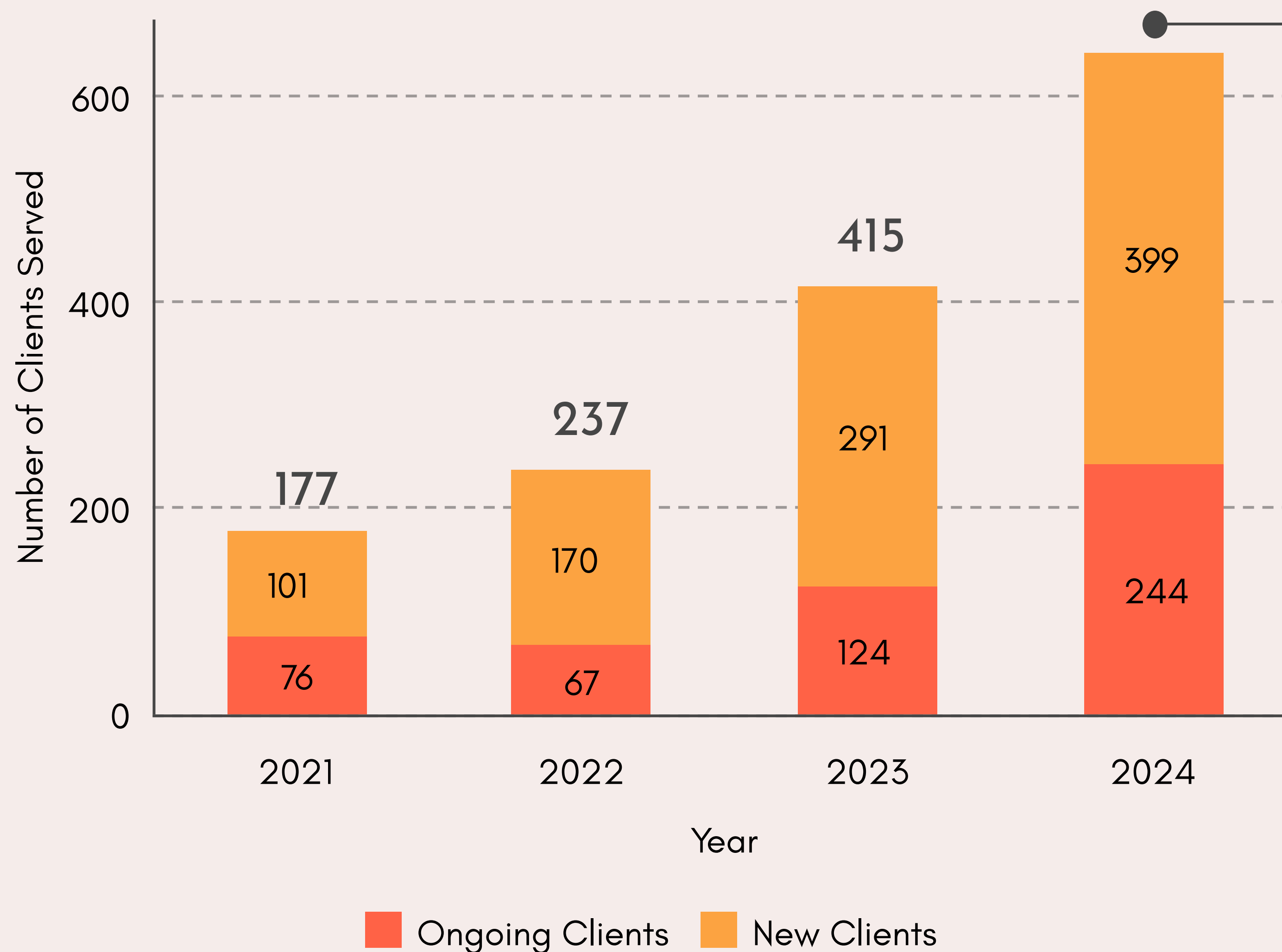
Hotline Calls

through our 24/7 language accessible crisis support line.

Most clients begin their journey with AFSSA by calling our **24/7, confidential crisis support hotline**, but can also be referred to us through crisis shelters, legal aid organizations, national crisis hotlines, our outreach program, or by word of mouth. Advocates are available around the clock to respond to crisis calls and calls from referring agencies. Immediate access to interpreters is always available.

Clients then undergo an initial intake process with an advocate so the client can determine if they would like to receive services or can benefit from the scope of services we offer.

Total Number of Clients Served



643

Clients served in 2024

▲ 51%

Increase in total hotline calls in 2024 over 2023

▲ 53%

Increase in total clients served in 2024 over 2023

Our **Economic Justice and Transitional Housing Program (EJ/TH)** helps survivors prepare for and navigate the U.S. financial, economic, and employment systems to find employment and education/training so they can gain independence and become self-sufficient. The EJ Program provides comprehensive, tailored support for clients to attain self-sufficiency, including:

- job-readiness services
- financial literacy counseling
- medical and transportation advocacy
- housing support
- childcare access
- education information
- English language classes
- life-skill trainings
- Workforce development and entrepreneur classes.

20 clients
received Transitional Housing
through AFSSA in 2024

The TH Program offers **scattered site, survivor-chosen housing options for survivors of violence**. Many survivors leave their abuser with few resources. Transitional Housing provides long-term housing support for up to **18 months** to ensure clients and their children are able to maintain a stable home while working toward their goals toward autonomy and independence.

We speak your language!

Through our translation and interpretation practices, we have the ability to serve in **over 300 languages**. All AFSSA services are offered in the client's preferred language. Here are the ones we used for service delivery in 2024:

- Arabic
- Bengali
- Burmese
- Cebuano
- Chinese (Cantonese)
- Chinese (Mandarin)
- Dari
- Farsi
- French
- Hindi
- Kinyarwanda
- Korean
- Nepali
- Pashto
- Persian
- Portuguese
- Russian
- Spanish
- Tagalog
- Tamil
- Tigrinya
- Turkish
- Urdu
- Vietnamese

24
Languages
used for service delivery in
2024.

24%
Percentage of
clients whose
primary language
is not English.

The following stories are from AFSSA clients. They have consented to have their stories shared, and their names have been changed to protect their anonymity.

Shani's Story

"I have come a long way in my journey as a survivor of DV. I have recently left the relationship after 18 years of being married. It was a long and challenging journey, but I did what I could to keep my child safe. Without the support from AFSSA, I might have never gathered the courage to leave.

"I did try to leave multiple times but couldn't because of visa, finances, and other issues.

"Since the abuse was not physical, it was hard for me to explain what I was going through to anyone. When I contacted AFSSA, I received validation, understanding, and nonjudgmental support.

"I have a great case manager and a great community of peer support group members who are in similar situations.

"For anyone who is in an abusive relationship, I wish them to know that help is available; and they might not know all the steps to freedom, but one step at a time is all they need to break free from abuse."

“

For anyone who is in an abusive relationship, I wish them to know that help is available; and they might not know all the steps to freedom, but **one step at a time is all they need to break free from abuse.**

- Shani, AFSSA Client

Tammi's Story

Tammi has been with AFSSA for roughly 5 years, and throughout her time with AFSSA, she has made the request to be paired with an advocate who had knowledge and experience with Vietnamese culture. She was assigned to a Vietnamese advocate for years, but became inactive after that advocate left the agency. When she was assigned to another advocate who spoke Vietnamese, Tammi became very active again. She was always enthusiastic to work on her mental health and healing from her childhood trauma. Aside from receiving peer support, Tammi was eager and passionate about giving back to her community. She actively participates in AFSSA events, our Vietnamese-language peer support group, and is most excited to support other fellow Vietnamese domestic violence survivors in the community.

"Being in the Vietnamese peer support group was the first time I could talk about what happened to me and my family with other Vietnamese people in a safe and supportive space. The group taught me that we don't have to repeat what happened to us for the next generation. We have the choice to change the future for our children and ourselves.

"Being in the group also marks a new stage in my healing journey because it inspires me to continue the healing process not just in English, but Vietnamese too. The group is teaching me that Vietnamese can also be a language of empowerment, freedom of expression and new possibilities."

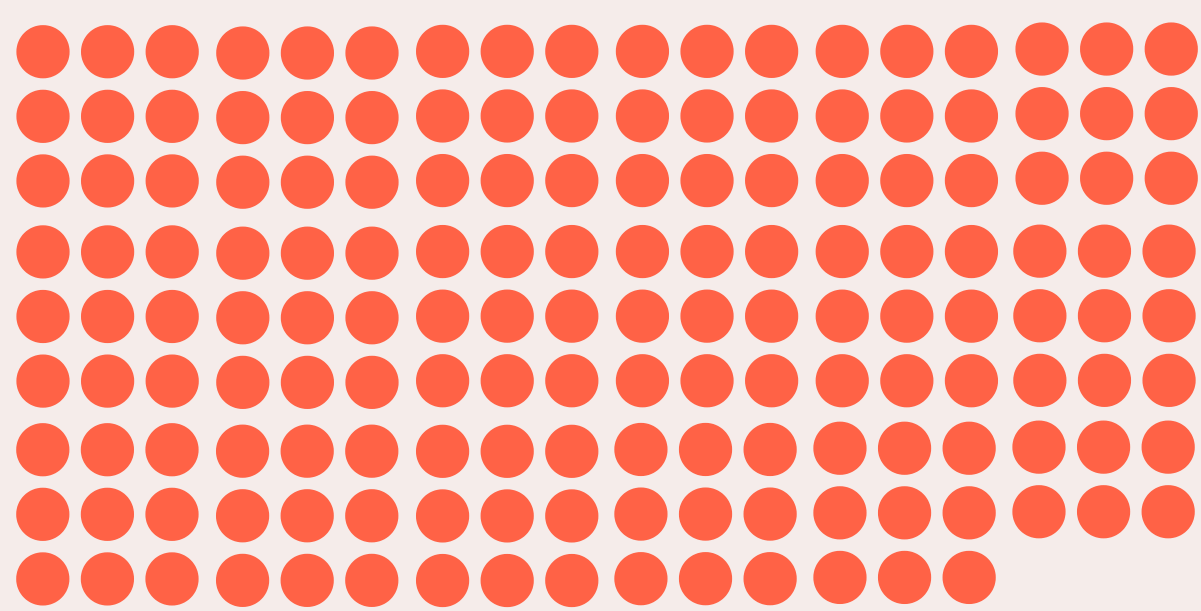
AFSSA's Community Education, Prevention and Outreach team breaks cycles of violence through in-person and digital outreach; bi-lingual prevention programming in schools; and culturally grounded trainings and presentations to community groups, school administrators, congregational leadership and members, law enforcement officers, and health care providers.

Our programming is available in home language and always designed with an eye to meeting the various social needs and myriad of barriers that impact our clients and communities. Our prevention and community education advocates work in both in-person and digital spaces to not only connect survivors to essential life-saving services, but also to engage in conversations around healthy relationships and help communities and families build shared vocabulary around interpersonal violence. Our goal is to prevent violence and harm from occurring in the first place.



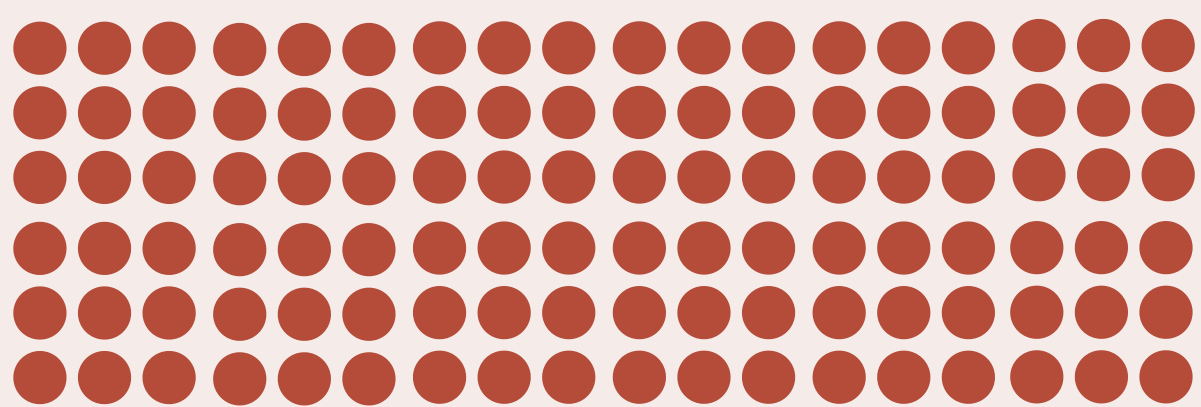
AFSSA staff member presenting at the PARTners in Progress summit.

Outreach Events



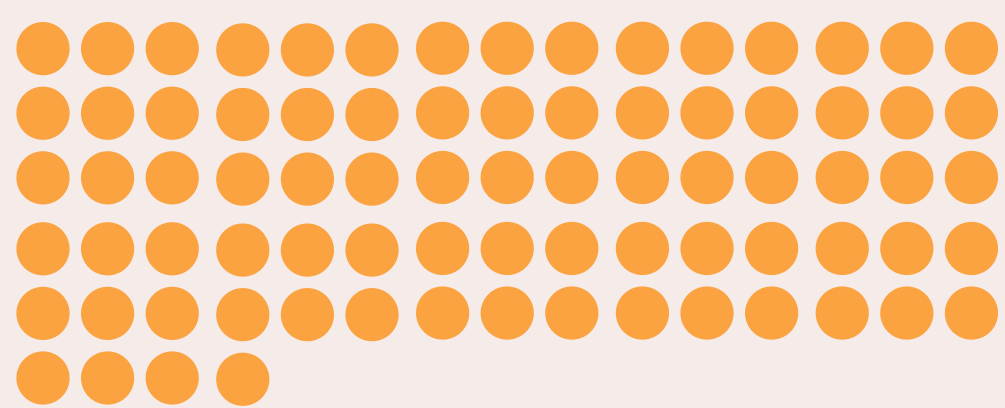
Community Education Presentation

159 Events



Booths

108 Events



Professional Training

71 Events



Tagalog story-time.



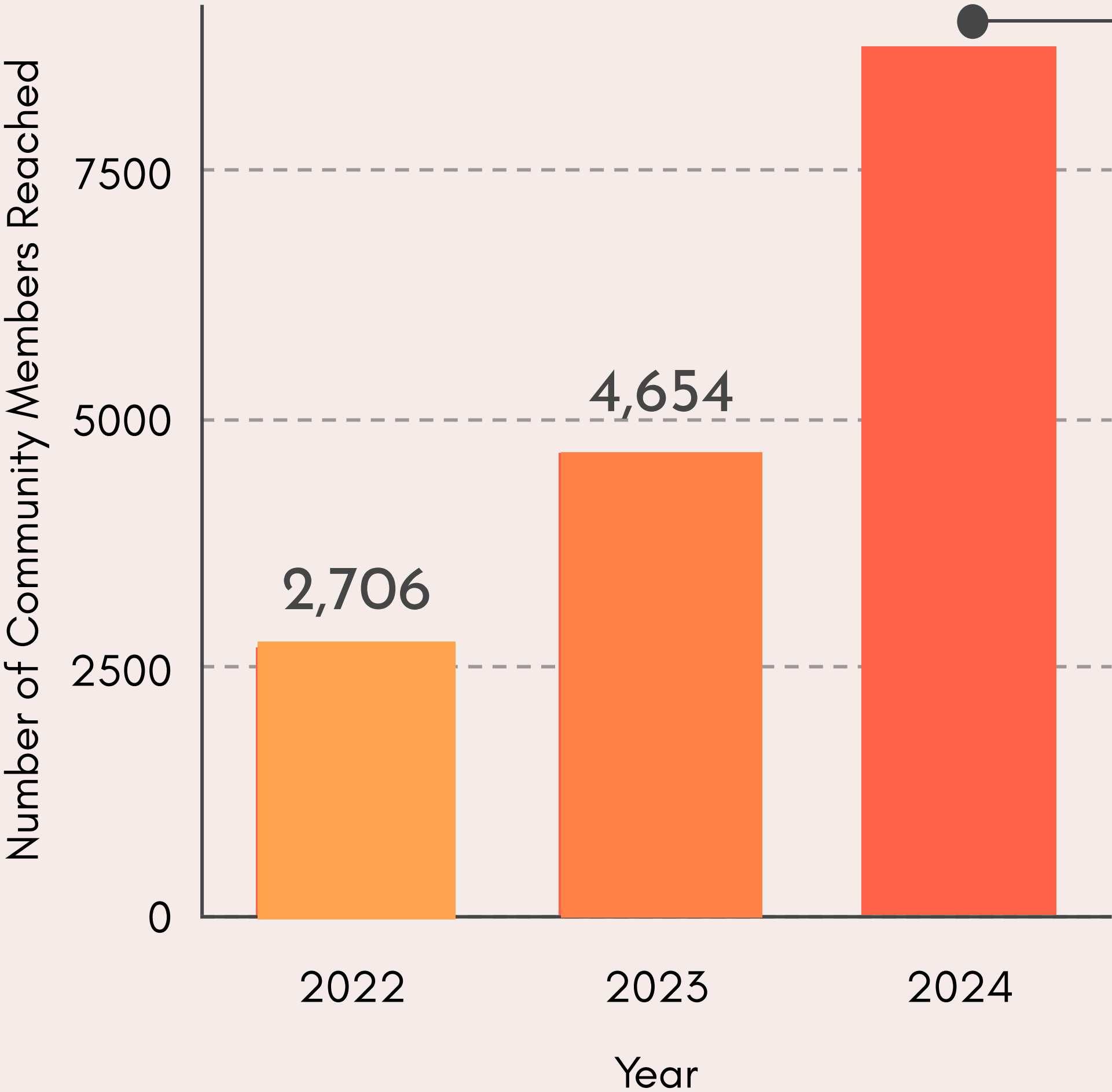
AFSSA Outreach Staff at Greater Austin Asian Chamber of Commerce event.

338

Events

attended or produced by our Community Outreach, Education, and Prevention team

Community Members Reached Through Events



8,740
Community Members
reached through all events, booths, trainings, presentations, and sessions.

88%
Increase in total community members reached in 2024 over 2023



North Indian dance class at San Marcos Public Library.



AFSSA staff at the Asian American Resource Center's Lunar New Year event.



Crafting and ice cream social for families.



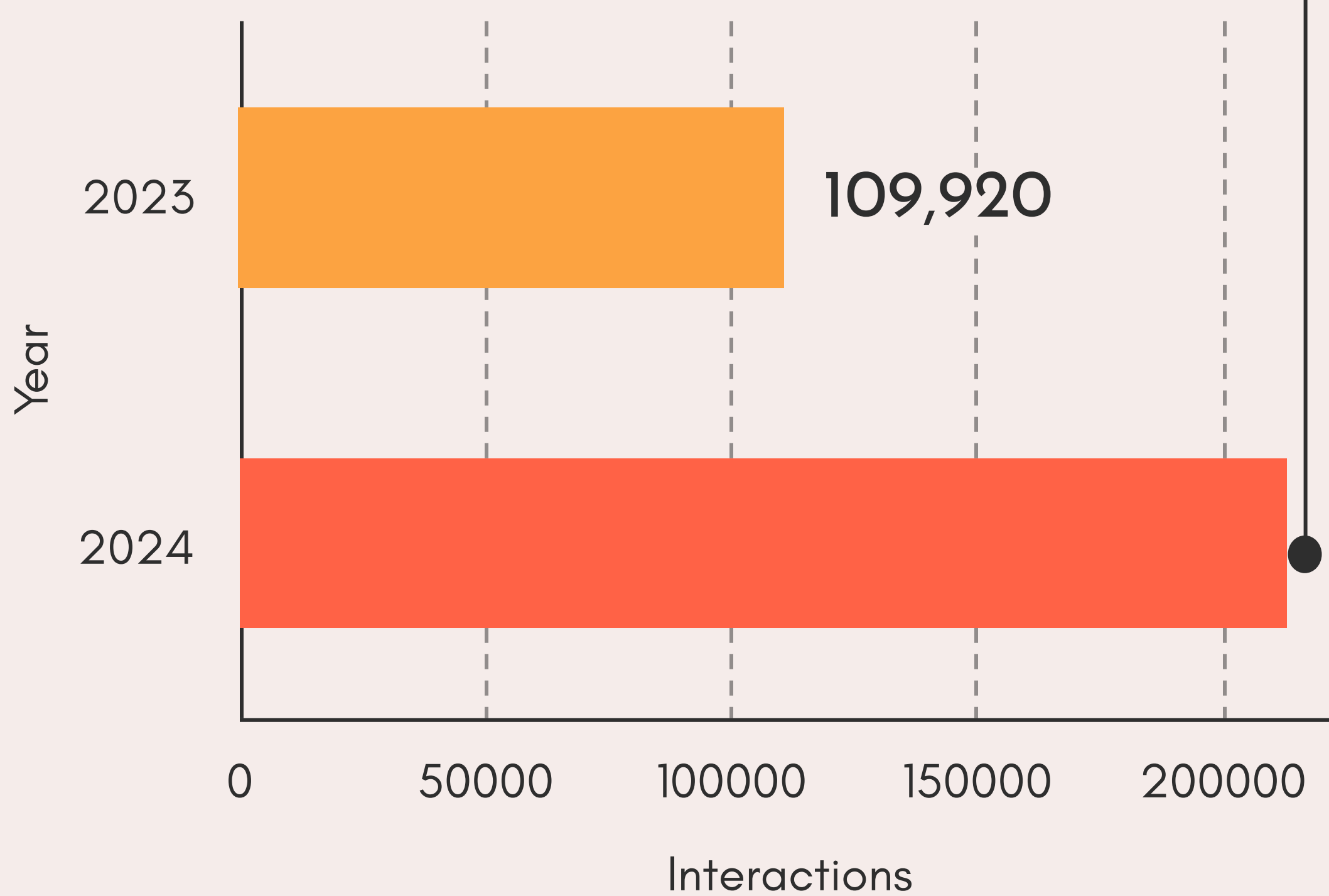
AFSSA staff, volunteers, board members, and founders at the Unbroken Threads survivor storytelling event.

Our Impact

Education

AFSSA's social media has a unique voice and aims to address the issues, barriers, and successes unique to the pan-Asian community we serve. Our content is current, educational, engaging, trauma-informed, and can serve as a powerful tool to help you start transformative conversations with your family, friends, and community.

Social Media Interaction



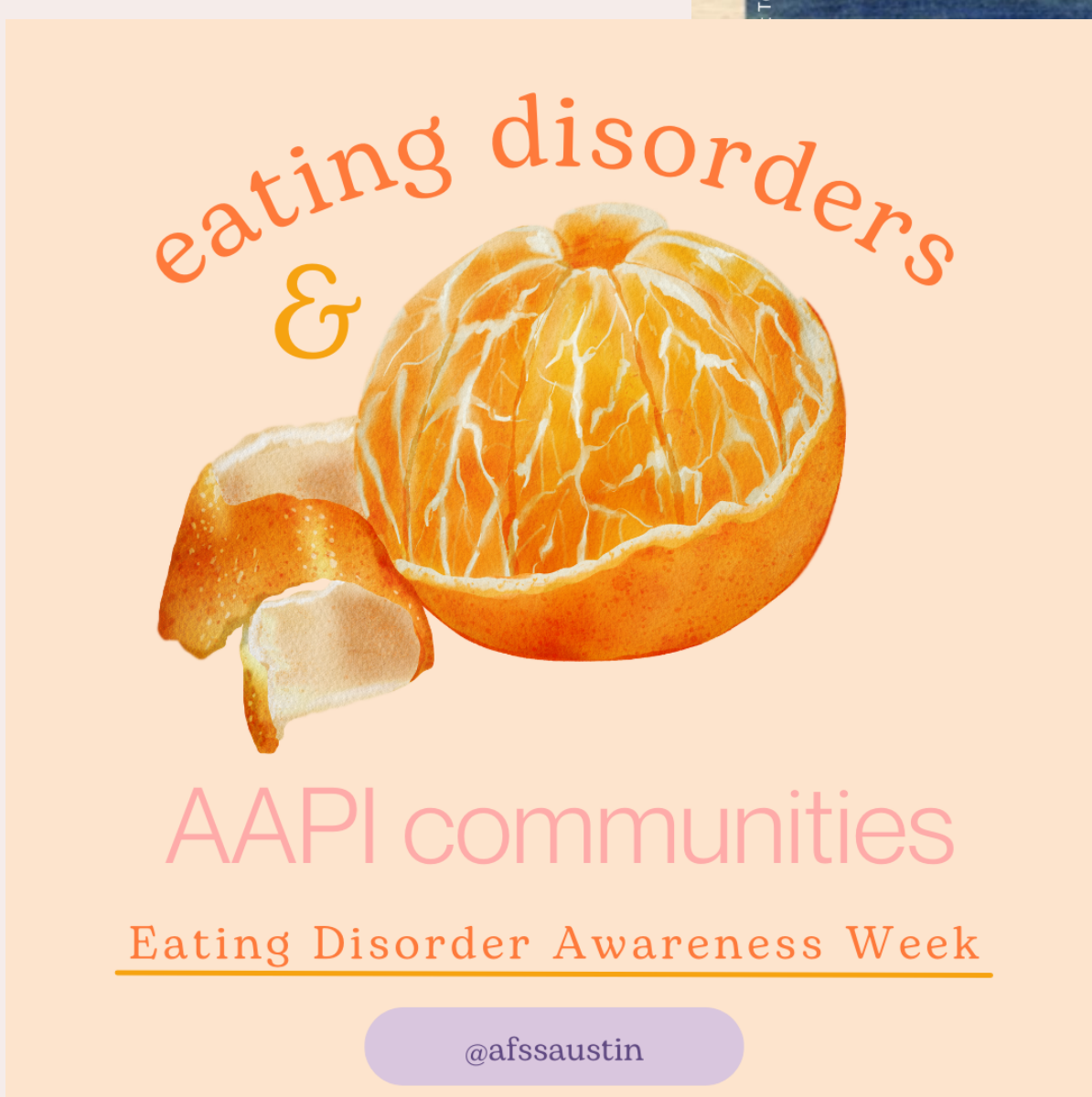
213,064
People Reached
across Instagram and Facebook
in 2024.



You can find the AFSSA Community Education, Outreach, and Prevention team at events all year round. Our community education advocates are happy to share more about AFSSA's services, the resources we have available, ways to get involved with our work, and tips for addressing issues like consent, boundaries, and healthy relationships with your family or community.

To keep up with our events, check out the following resources:

-  **On the web**
www.afssaustin.org/events
-  **Instagram**
[@AFSSAAustin](https://www.instagram.com/AFSSAAustin)
-  **Facebook**
www.facebook.com/AFSSAAustin
-  **LinkedIn**
<https://www.linkedin.com/company/asian-family-support-services/>



Our Impact "What Brings You to This Movement?"

AFSSA's Digital Outreach Advocate, Jenn Xia, spoke at the 2024 Silk Road Gala about what brings her to the movement.

"What brings you to this movement?"

When my mom was a young girl, she had a porcelain doll she treasured so much that she refused to touch it with her bare skin. It rested inside its box, a wall of cardboard and clear plastic between her and what she loved.

I think maybe this is how she loved us too.

When I thought about what I wanted to share today, I thought about what brings me to this movement. Seeing my parents grow up in a world that didn't love them makes me want to create a world that would love them back, and love me too.

When my mom was growing up in Nanjing, her mom would give the best pieces of pork belly to her brother.

One day, my mom came home from school and found her doll in the hands of the daughter of a family friend. Ripped plastic and oily fingerprints smudged all over its perfect face.

This is what brings me to this movement.

I'm thirteen when my dad tells me he has a younger brother that passed away his parents refuse to talk about, grief etched into the emails they send on each of our birthdays without fail.

Always with the signature, 爱你, "love you."

My dad says, "My brother was always the handsome one," and I watch him leave the dinner table before I can see him cry. And when I cry, my dad asks me to walk away so he doesn't have to see my face.

This is what brings me to this movement.

I am a huge believer that breaking cycles of violence can start within your smallest circles of love, your Friday craft nights, schools, places of faith, parent groups, in this very room.

I spent years sitting in the house my mom and dad built.

“ Seeing my parents grow up in a world that didn't love them makes me want to create a world that would love them back, and love me too.

That it wasn't safe to open my life to people outside my family. That I would always be the person that walked away from the table.

But I am crafting different models of love every day in ways a world should make sense. A world where I don't abandon the people I love and come back to a home I am proud to be building.

When I'm struggling, my friend Allyson invites me over for veggie dumplings and vitamin water so I don't bail in my blues.

And when the blues arrive at her doorstep, we eat egg rolls and chew on salty edamame and laugh on a park bench, promising we'll do better for ourselves and each other.

Our communities did not survive war, colonialism, violence and hate without deep roots in community.

Food stuffed in plastic bags. Communion around the table. Patching each other's hole-worn coats and watching each other's kids.

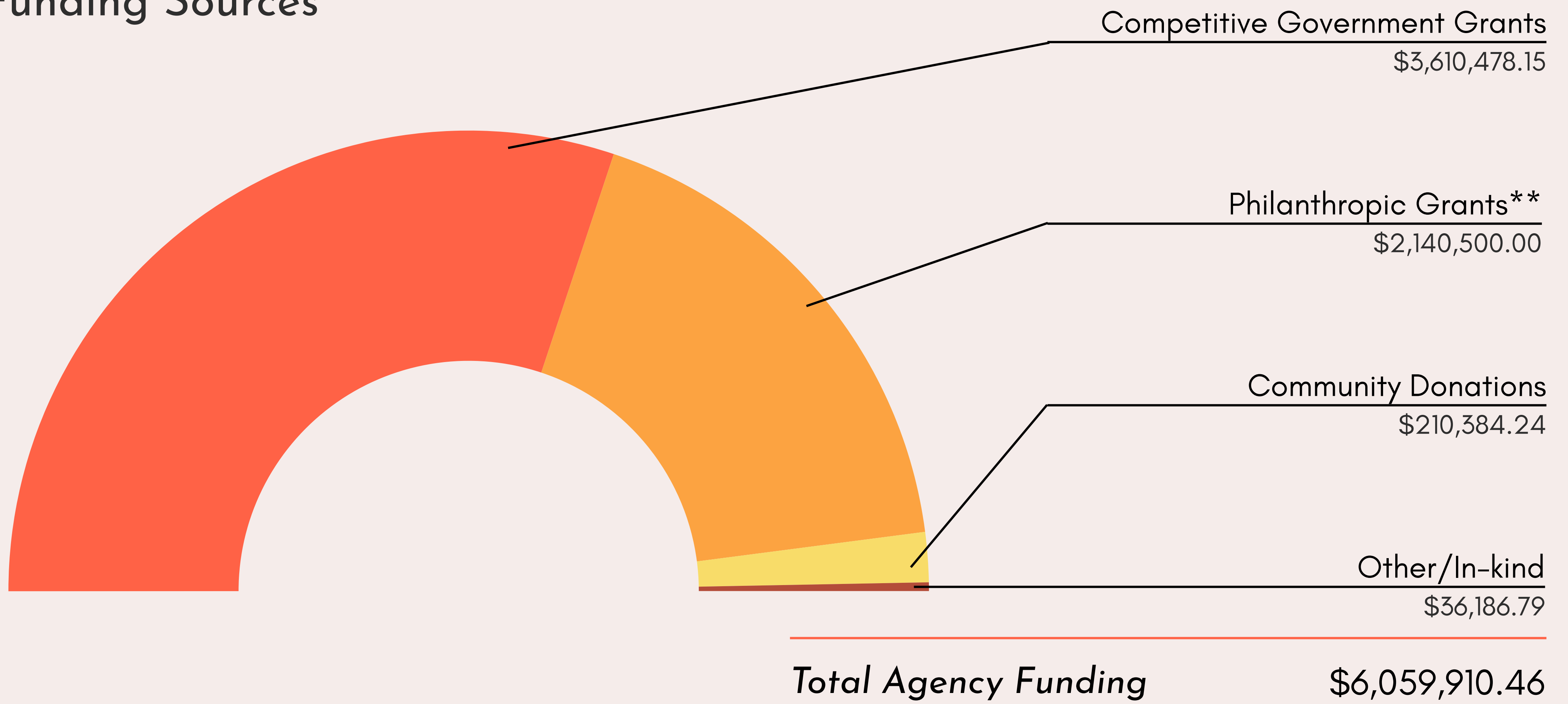
Whatever brings you to this movement, your mom, your dad, your grandparents, your sibling, your partner, your friend, yourself, whatever is your guiding light, the hearth of the home you build, I want you to hold them close tonight.

That we survive by loving each other harder than the world could tell us we didn't belong.

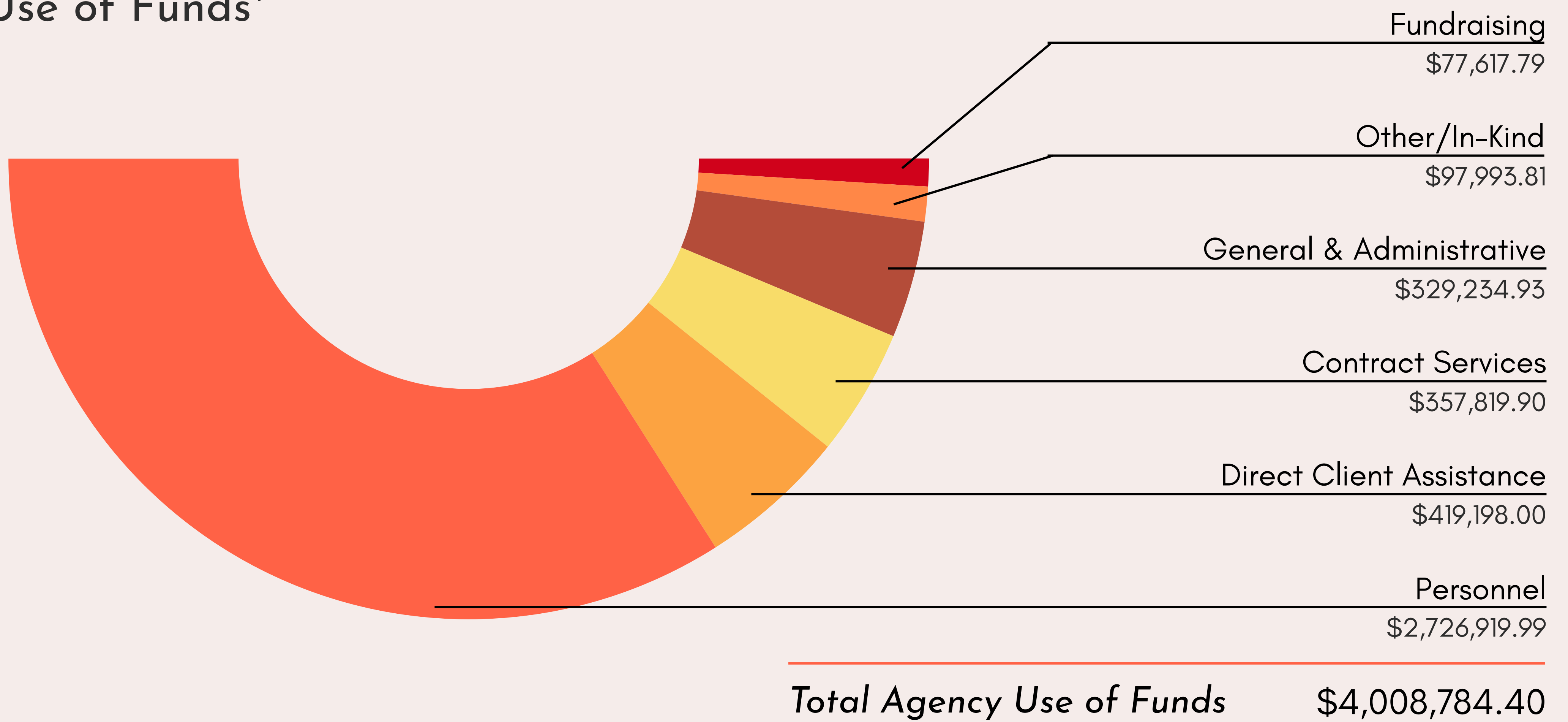
- Jenn Xia

Financial Statements

Funding Sources*



Use of Funds*



Balance Sheet*

Revenue and Other Support

Competitive Government Service Contracts	\$3,610,478
Other Revenue	\$2,449,432
Total Revenue	\$6,059,910

Expenses

Direct Program Expenses	\$3,607,907
Support Services (Administrative and Development)	\$400,879
Total Expenses	\$4,008,786

Net Revenue **\$2,051,124**

Total Assets

\$4,163,768

Total Liabilities

\$4,163,768

Net Assets

\$3,903,087

*All financial statement numbers are unaudited. Reported data is from the 2024 fiscal year, January 1 to December 31.

**Includes one-time successful competitive grant award for \$2,000,000 from Yield Giving which is not subject to renewal.

Thank You to Our Community

We would like to extend our heartfelt thanks to our incredible Board of Directors, whose leadership is a boon for our whole community, as well as to our generous donors at all levels, without whose support we could not continue to do this life-saving work.

2025 Board of Directors

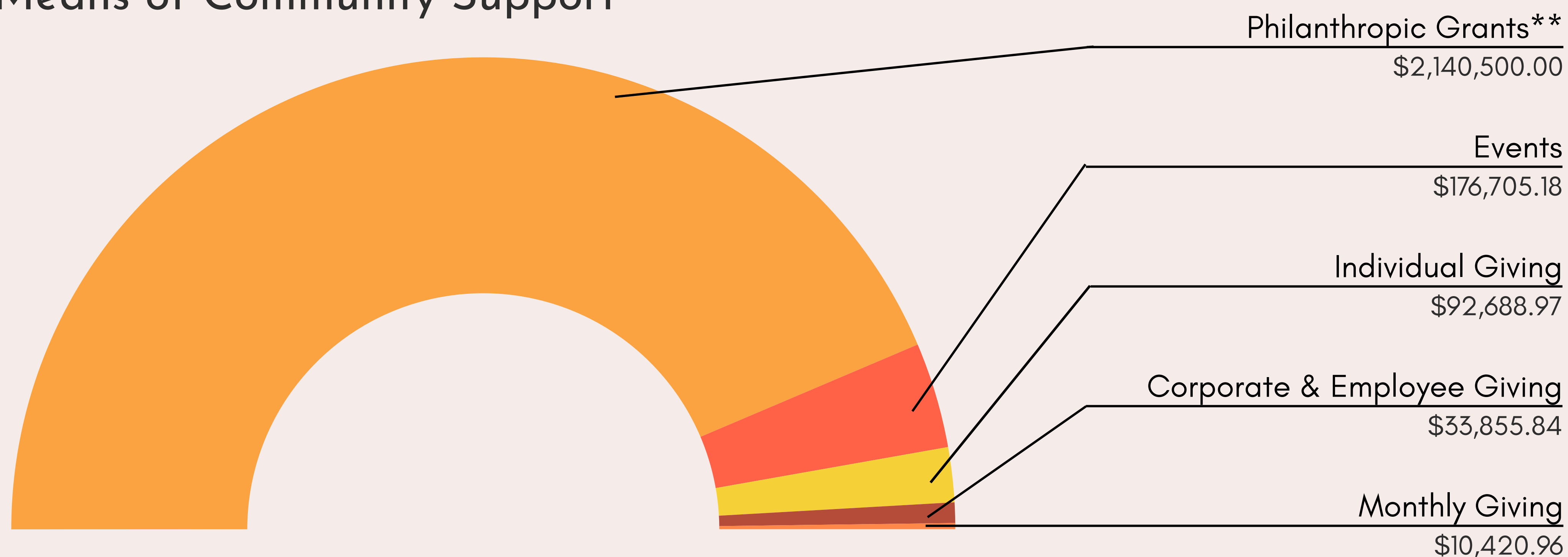
Rajina Pradhan, President
Kirtana Banskota, President Elect
Adrián Rizo, Treasurer
Sandy Eapen, Secretary

Katie Bombra **Justin Ong**
Neeta Ganguly **Lorrayne Ward**
Lily Huang **Paul Yin**
Charles Lu



2025 AFSSA Board of Directors and Executive Team

Means of Community Support



Champions and Community Builders

Champion (\$10,000+)

- Anonymous Couple
- Anonymous Family Foundation
- Austin Community Foundation
- Ronald Cheng
- Greater Austin Muslim Relief Committee
- Donald D. Hammill Foundation
- Lily Huang
- The Lu Family Fund
- Travis County Women Lawyers Foundation
- Lesley Varghese and Dr. Harry Thomas
- Lola Wright Foundation
- Yield Giving

Community Builder (\$5,000 - \$9,999)

- 3M Foundation
- Alice Kleburg Reynolds Meyer Foundation
- Asian American Bar Association
- David & Lila Brolsma
- Christopher Cross
- Shakuntala Desai
- Shantanu and Neeta Ganguly
- Shetal and Ashish Gupta
- Islamic Center of Greater Austin
- Saima Jehangir
- Anita and Thiru Lakshman
- Jinelle Lawson
- Love, Tito's
- Sherry Melecki

- Liane and Mark Noble
- Rajina Pradhan and Tinku Saini
- The Tang-Ress Family
- Texas Bar Foundation
- Marshall Thompson
- Vinson & Elkins, LLP
- Lorrayne Ward
- Helen and John Wormington

Thank you to all the individuals, foundations, community partners, and volunteers who generously supported us in 2024 with their time, contributions, and passion.

**Includes one-time successful competitive grant award for \$2,000,000 from Yield Giving which is not subject to renewal.

2024 Impact Report



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AFSSA
ASIAN FAMILY
SUPPORT SERVICES
OF AUSTIN

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