


# FY24 Annual Report

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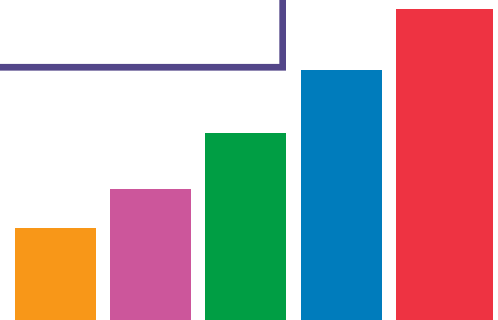
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# From the desk of the CEO...

Dear Respite Care Supporter,

Thank you for taking the time to read about Respite Care's progress! The news is incredibly positive for how our year ended and even more importantly, how well we are prepared for the future. Our outcomes are stellar and we are advancing in our five-year strategic plan that our board thoughtfully approved.

Over the past fiscal year, we served nearly 400 unique children across all our programs, including our Community Respite (day/night/weekend out, and out-of-school time camps), our Developmental Childcare Center, and our Residential/Shelter 24/7 homes. Children are living into their incredible innate abilities, with 100% of children in our services for 30+ days experiencing developmental progress. In many cases, progress far exceeds what was thought possible, which confirms that when it comes to our children their futures are bright as we focus on abilities. Our services within our programs are intensive in nature, with 8,050 nights of care in our residential/shelter program (a 34% increase year-over-year), and 12,773 days of care (a 17% increase year-over-year), for a total of 20,823 days and nights of care provided. Meanwhile we know that our services reduce stress for parents and caregivers, as stress levels are tracked utilizing an evidence-based assessment.

On the financial side, we achieved our largest operating budget in our nearly 40-year history, at \$5.5M. Our talented team members who fulfill roles as caregivers in our residential homes, or assistant teachers, teachers, and other positions are earning a living wage, stopping the cycle of poverty that often accompanies nonprofit staff with limited budgets.

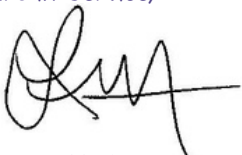
Partnerships across the community are flourishing, and we have agreements with many nonprofits locally to bring "respite" services to their families at their locations. Our most strategic partnership, with UT Health San Antonio's School of Nursing continues to blossom. Our onsite medical clinic is now available to families prior to enrollment in our services so that any barrier to care is eliminated. The clinic has also established hours to help families with back-to-school needs, whether it is a Saturday immunization clinic, or after-hours well child check-ups.

As we turn our attention to the future, we have been named the recipient of several multi-year grants, whether from the state and a competitive RFP process, or from storied philanthropic entities such as The Moody Foundation. Having others recognize our mission as important, viable and worth investing in gives us immeasurable strength to rise above any challenges and focus on what is possible.

As I take people on tours frequently, I see our children across all our programs. Some children are new to our programs, and other little ones have been with us for years. On tours, children come running at you, full tilt, with arms wide open for an unabashed hug. Others are shy, glancing up at you with a half-smile. Sometimes there are tears, another part of the childhood experience, and seeing our littles cared for in those vulnerable moments feeds our soul. What remains as a constant are the sounds of childhood joy in their laughter, the positive memories that are carefully instilled, and the learning journey that we all experience, regardless of age.

As we close out this message, please know that we understand deeply that any successes we have earned are in partnership with others. It takes all of us, working together, to address the systemic issues that lead to child abuse and neglect. If you are reading this, you have likely been an integral part of how we have collectively helped children to live into their abilities, kept families strong and intact, which ultimately saved lives. We hope you take pride in how your support for the children in our care results in exceptional outcomes. We are blessed beyond measure, and our gratitude is immense!

Yours in Service,



Rebecca Helderbrand  
President & CEO  
Respite Care of San Antonio



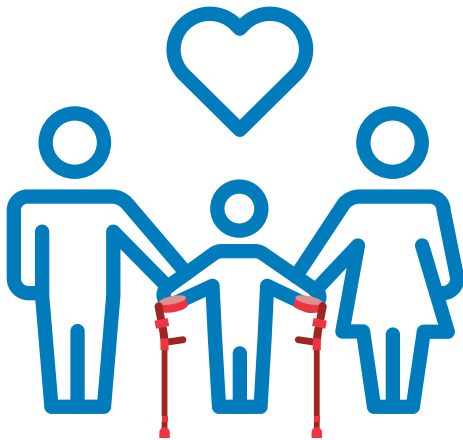
# Agency Overview



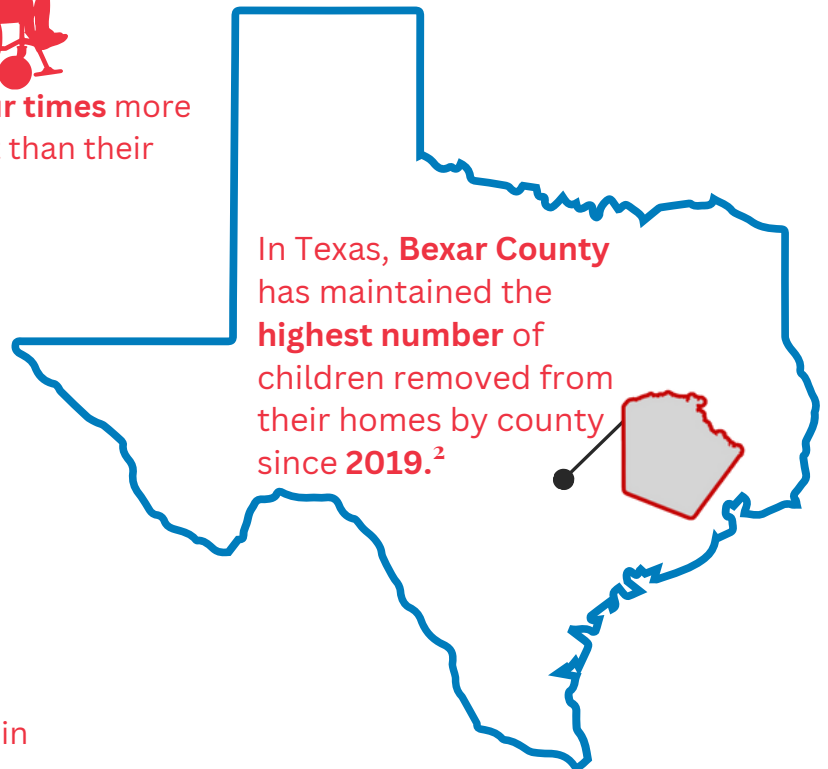
RCSCA's Children's Homes serve children between the ages of 0 to 17 diagnosed with conditions such as autism, cerebral palsy, Down syndrome, Fragile-X, fetal drug syndrome, and traumatic brain injury who have been victimized by abuse and neglect as well as their non-disabled siblings. Keeping sibling groups intact prevents the additional emotional distress of separation following trauma.



Children with disabilities are nearly **four times** more likely to experience abuse or neglect than their nondisabled peers.<sup>1</sup>



**40%** of the children adopted in Texas in 2023 had a diagnosed disability.<sup>2</sup>



RCSCA has multiple preventative programs that provide essential support services to families with children who have special needs and complex medical conditions. RCSCA's Developmental Childcare Center serves children ages 6 weeks to 6 years old. RCSCA's Community Respite Programs serve children ages 3 to 12 years old.

The geographic distribution of clients in RCSCA programs spans 37 unique San Antonio zip codes and 22 Texas Counties.



**Source Data:**

1. Jones, et. al., 2012

2. Texas Department of Family & Protective Services 2023 Data Book

# Senior Leadership



**REBECCA HELTERBRAND**  
PRESIDENT & CEO

Rebecca Helterbrand serves as RCSA's President & CEO and offers 30 years of senior leadership experience. Ms. Helterbrand holds a Bachelor of Business Administration, is a trained Malcolm Baldrige Performance Excellence assessor, a Texas Hospital Association Fellow, and is Trauma Informed Care certified.



**JESSICA ROSALES**  
CHIEF OPERATING OFFICER

Jessica Rosales oversees all program operations. Ms. Rosales holds a bachelor's degree in Operational Management and Master of Business Administration, and offers over 14 years of nonprofit leadership experience, specializing in the care of individuals with intellectual and developmental disabilities.



**MIA MIGLIACCIO-HERNANDEZ**  
CHIEF DEVELOPMENT OFFICER

Mia Migliaccio-Hernandez brings over 10 years of fundraising, business, and data analysis experience. Ms. Migliaccio-Hernandez holds a bachelor's degree in Geography from the University of Texas at Austin and is driven by her passion for serving individuals with disabilities and their caregivers.



**GAYE PRESTON**  
CONTROLLER

Gaye Preston brings a diverse background in accounting spanning over several decades. Her list of accomplishments includes attaining a Masters of Professional Accountancy, teaching finance courses at UTSA for 13 years, opening her own CPA firm, and serving nearly 20 years as the CFO and Vice President of Finance at the San Antonio Lighthouse for the Blind.

# Our Board of Directors

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LAUREN VALKENAAR

CHAIR

Valkenaar PLLC

CHRIS DERBY

CHAIR-ELECT

San Antonio Livestock Exposition

STEVE YORK

IMMEDIATE PAST CHAIR

Community Leader

MONICA LERMA

SECRETARY

Vericast

CATHY BERTONE

TREASURER

Community Leader

TRACI LEWAND

DEVELOPMENT COMMITTEE VICE CHAIR

San Antonio Zoo

DR. SARA DEL CAMPO DE GONZALEZ

PLANNING COMMITTEE VICE CHAIR

Children's Hospital of San Antonio

CHAD FISHER

HUMAN RESOURCES COMMITTEE VICE CHAIR

HOLT CAT

MARY ELLEN ARCHER

BOARD OF DIRECTORS

Jefferson Bank

SANDI CAVAZOS

BOARD OF DIRECTORS

Community Leader

DAVID DARR

BOARD OF DIRECTORS

The Place Commercial Real Estate

MICHAEL HEANEY

BOARD OF DIRECTORS

Bank of America

HARRY IRIZARRY

BOARD OF DIRECTORS

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MAGDALENA JANECZEK

BOARD OF DIRECTORS

Valero

CAROL JENDREZY

BOARD OF DIRECTORS

Solventum

ABEL MARTINEZ

BOARD OF DIRECTORS

H-E-B

ANALISE PFULLMANN

BOARD OF DIRECTORS

AIM & Northside Independent School District

LT. COL. (DR.) ALICIA WILLIAMS

BOARD OF DIRECTORS

U.S. Army Institute of Medical Research

# Mission & Vision



## Mission

Respite Care of San Antonio's (RCSA) mission is to protect, love, build trust and nurture growth of children with special needs and complex medical conditions while strengthening the families caring for them.

## Vision

RCSA's vision is for children with special needs and their families to be empowered to reach their maximum potential.



# Living Our Values



Our values guide our work and decision-making processes. These values are:

## Commitment

1. We pursue a shared vision.
2. We demonstrate a mutual desire for our teammates, the children/families we serve, and our partners to succeed.
3. We share the RCSA mission everywhere to everyone.

## Excellence

1. We are personally passionate about being our best, being innovative, and forging strong teams and partnerships.
2. We learn from mistakes and seek out opportunities for growth and improvement while celebrating our successes.
3. We believe that it takes a diverse and inclusive team and many perspectives to achieve outstanding results.



## Compassion

1. We demonstrate caring for others through our words and actions while acknowledging, respecting, and collaborating with everyone we engage.
2. We embrace change, challenge, and diversity that promotes personal and organizational growth.
3. We realize that trauma is prevalent, and we recognize, respond, and resist re-traumatization.

## Integrity

1. We are accountable, consistent, and honor our commitments.
2. We always tell the truth with kindness.
3. We demonstrate commitment to the mission, vision, values, policies, procedures, and practices of RCSA.



# Our Services



## Residential Children's Homes

Davidson Respite Home & Najim Family Respite Home

Respite Care of San Antonio's Residential Children's Homes operate 24/7/365 to provide protection and urgent essential needs (shelter, food, clothing, transportation, and care) to children in crisis removed from their homes due to abuse and neglect.

Our program is dedicated to serving children with intellectual and developmental disabilities and complex medical conditions. This vulnerable population needs extra resources to overcome the consequences of medical neglect and inadequate care.



## Developmental Childcare Center

Located at Christ Episcopal Church

RCSA's Developmental Childcare Program helps meet San Antonio's need for early childhood education for children with special needs and complex medical conditions from six weeks to six years of age.

RCSA's Childcare Program is Texas School Ready, a Head Start program, offers dual-language curriculum, and is a four-star-certified Texas Rising Star Provider, the highest possible rating.



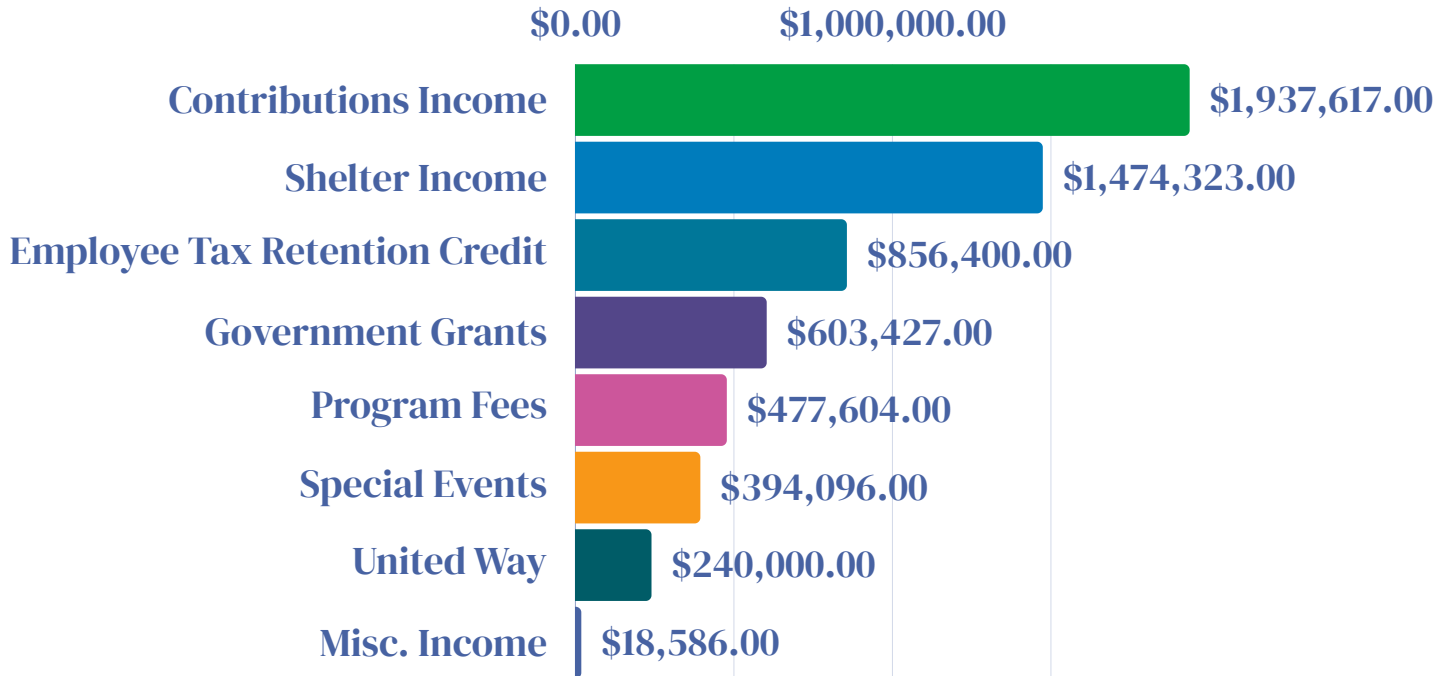
## Community Respite Programs

On & Offsite Offerings

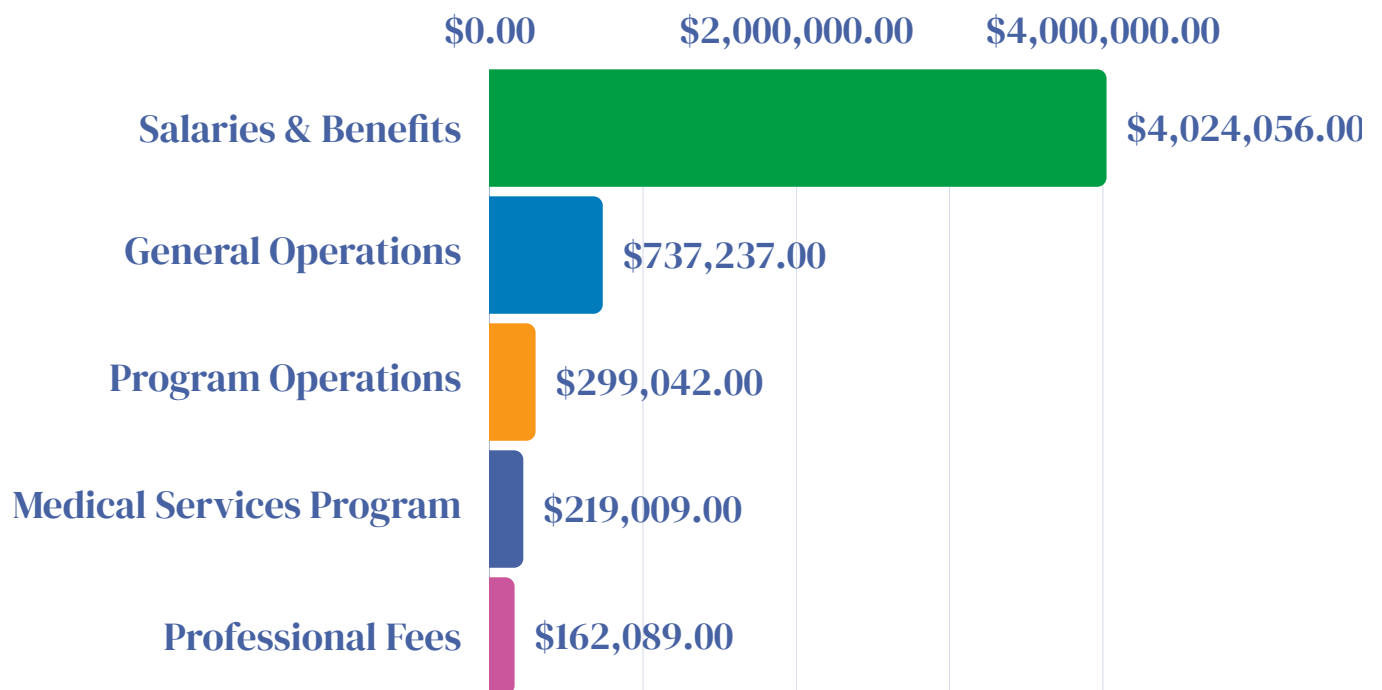
Including Mother's Day Out every Monday & Wednesday, Family Day Out every Saturday & Parent's Night Out every Friday, as well as year-round school break camps, RCSA's Community Respite Programs are proven to reduce caregiver stress, prevent child abuse, & improve the emotional and financial resiliency of families caring for a child with special needs.

# Fiscal Year Financial Overview

**Total Income: \$ 6,002,053**



**Total Expense: \$5,904,281**



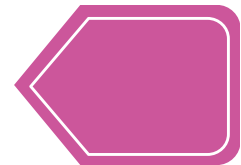
**Net Income: \$97,772**

# Fiscal Year '24 Highlights



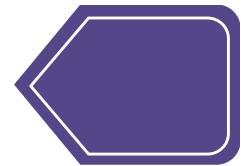
**100%** of the children in our **Residential Program** achieved at least one developmental milestone each quarter as measured by evidence-based assessments.

**100%** of the children in our **Developmental Childcare Center** achieved at least one developmental milestone each quarter as measured by evidence-based assessments.



**20,823** Total Days and Nights of Care Provided

**388** Unique Individuals Served



**89%** of Parents and Caregivers with children enrolled in Respite Care's programs reported a **reduction in stress** as a direct result of having access to care.

# Fiscal Year '24 Accomplishments



Jessica Rosales, COO  
named “C-Suite” Award  
Winner by the San  
Antonio Business  
Journal

Community Respite  
Services expanded to a  
second location for  
Summer Break 2024

RCSA named #1 Emergency  
Shelter in Texas for Child  
Safety by the Texas  
Department of Family &  
Protective Services

Two new classrooms &  
dual language  
curriculum added to  
the education program

The Developmental  
Childcare Center was  
awarded Impact San  
Antonio & Moody  
Foundation M-Pact Grants

Achieved the most  
ambitious budget in  
the organization’s  
history

# Success Stories from Respite Care



When we welcomed a young baby girl named "E" into our program, she had just suffered a severe brain injury and was discharged directly from the hospital to our care. Due to the significant fluid retention in her brain resulting from the injury, she had a stent placed to easily drain the excess fluid in her brain. Her care required close monitoring from both the RCSA team and the UT Health medical team. One Friday evening after she came to live with us, our team observed that she was feeling lethargic and experiencing nausea. The RCSA and UT Health teams worked together to secure her an appointment that same day where the physician admitted her for further monitoring and was discharged back home safely after a few days. Without the highly trained staff monitoring her care, this story could have had a much different ending.



This year we welcomed a new family to the Developmental Childcare Center, a single mom with two children who recently moved to San Antonio from out of state. Her four-year-old daughter is diagnosed with autism and two-year-old is neurotypical. Mom had both girls together at a traditional daycare facility, but the four-year-old was asked to leave due to the staff not being trained to care for her. This resulted in the mom not being able to work while caring for her daughter. After the mom was connected with Respite Care's programs, both children were enrolled, and she was able to secure employment. With only one drop off and one pick up per day, she has the ability to work full time hours and with the Head Start partnership at Respite Care, the four-year-old will have the ability to complete her early childhood education before heading to kindergarten. Mom had shared she was originally going to start attending a Head Start program at another location within the school district, but she didn't know how she was going manage because the program ends at 2:30PM. She was worried that she would have to go back to working part time again or have to quit her job but with our program, both of her girls are receiving high-quality care and education throughout the workday.

# Success Stories from Respite Care



A set of twins, born prematurely at 30 weeks, found themselves in the care of our shelter due to their mother's struggle with staying sober. Unfortunately, the twin's unspecified chronic lung disease added complexity to their situation. The twins were initially discharged to a loving foster family for 10 months before being reunited with their mother, only for the reunion to prove unsuccessful. A conflict within the foster family left the babies temporarily without a home, prompting Respite Care to step in! Within 24 hours, Respite Care provided the twins with a complete wardrobe, brand new infant toys, and personalized blankets to ensure their comfort. Thankfully, the same foster parents that had them for 10 months were able to welcome the children a few days before Christmas. Respite Care went the extra mile, allowing the twins to meet Santa, capture a cherished picture, and leave with a trove of festive toys, ensuring that their holiday season was filled with joy and warmth.



A sibling group of 5 with a teenage sibling named "J" came to Respite Care in the fall. "J" is a selfless and caring 16-year-old young lady who had been dedicating her life to looking after her four siblings, ensuring their safety, well-being, and showering them with love and compassion. When "J" came to Respite Care, we wanted to make sure that she knew it was time to focus on her! "J" was invited for the first time ever to attend the Homecoming football game and Homecoming Dance (after two long years of not attending school). The Respite Care team recognized "J's" dedication to her siblings and decided to give back to her, ensuring she had the most memorable Homecoming experience a young teenager could ever ask for. The caregivers, UT Health nursing partners, and administrative team all rallied together and provided her with a beautiful, homemade mum, spa day, professional makeup, and hair, and a dedicated 1:1 shopping spree! The beautiful dress the team helped her pick out was not just about physical gifts, but also about recognizing her needs and taking care of her emotional well-being.

# Thank you to our FY24 Partners!



- A.E. Leonard Family Giving Council
- Alamo Freeze, LLC
- Alamo Kiwanis Club Charities
- Ancira Auto Group
- Arying, LLC
- Bexar County
- Amy Shelton McNutt Charitable Trust
- Belong/ SJRC
- Betty Stieren Kelso Foundation
- Broadway Bank
- C.B. & Anita Branch Trust
- CAPTRUST
- Carl C. & Marie Jo Anderson Foundation
- Chad Miller Auto Care
- Charity Ball Association of San Antonio
- Cavender Auto Family
- Cavender Auto Group
- Charity Ball Association
- Chasnoff Stribling
- Christ Episcopal Church
- Circle Bar Foundation
- City of San Antonio, DHS
- CPS Energy
- Daniel & Hudson, LLC
- Dysart, LLC
- Elizabeth Huth Coates Charitable Foundation
- Frost Bank
- Genevieve & Ward Orsinger Foundation
- Greehey Family Foundation
- H.B. Family Foundation
- H-E-B
- H-E-B Tournament of Champions
- HOLT CAT
- Hope Hits Harder
- Impact San Antonio
- Impetus Foundation
- In-N-Out Burger Foundation
- J&M Rubin Foundation
- James Avery Community Foundation
- Jefferson Bank
- Joan & Herb Kelleher Charitable Foundation
- John G. & Marie Stella Kenedy Memorial Foundation
- John R. & Grelis N. Less Charitable Trust
- John Newman Family Charitable Fund
- Keith M. & Pat Vigeon Orme Charitable Fund
- Kronkosky Charitable Foundation
- KSL Family Foundation
- Kyle Ward Media
- Kym's Angels
- Las Aguilas
- Luther King Capital Management
- Margie & Bill Klesse Foundation
- McCombs Foundation
- Methodist Healthcare Ministries
- Myra Stafford Pryor Charitable Trust
- Najim Charitable Foundation
- Nielsen Associates
- Nordan Trust
- NuStar Energy Foundation
- Pan Dulce
- PCSI
- Rachael & Ben Vaughan Foundation
- RBFCU
- Rising Oak Images
- Robert & Kathey Anderson Foundation
- The Rustic Gallery
- San Antonio Area Foundation
- San Antonio Medical Foundation
- San Antonio Stock Show & Rodeo
- Security Service Federal Credit Union
- Sigma Theta Tau
- Silver Eagle Beverages
- St. Luke's Lutheran Health Ministries
- Stirista, LLC
- SWBC Insurance Services
- Southwest Research Institute
- Texas Cavaliers Charitable Foundation
- Texas Department of Health & Human Services
- Texas Office of the Governor
- The Children's Hospital of San Antonio - CHRISTUS Health
- Texas Bar Foundation
- The Gordon Hartman Family Foundation
- The Mays Family Foundation
- The Parker Foundation
- TND Family Foundation
- UT Health San Antonio
- United Way of San Antonio & Bexar County
- Valero Benefit for Children
- Valero Champions Fore Charity
- Vericast
- Warm Springs Foundation
- Women's Club of San Antonio
- Wave Healthcare
- Yield Giving

# Community Support

In Fiscal Year 2024, the San Antonio Community raised **over \$600,000** for the children of Respite Care through our Annual Appeal, Annual Gala, and generous monthly donations!

## Donations \$10,000+

Bruce & Joan Blakemore  
David Darr & Family  
Jack & Laverne Dysart  
William Dysart  
Barbara & Michael Gentry  
Joe & Lacie Gorder  
Anonymous Community Leader

## Donations \$5,000-\$10,000

Mary Ellen & Steven Archer  
Nelda Benninger  
Cathy Bertone & Sandy Pacheco  
Mary Rose Brown  
Rick Cavender  
Miguel & Gloria Dilley  
Rebecca & David Helterbrand  
Pilar & Jaweed Sayeed  
Justin Yarborough



## Donations \$1,000-\$4,000

Paul & Lisa Barham  
Michael & Mary Pat Bolner  
Robert Cavender  
Shelayne Clemmer  
Sheila Collazo  
Marianne Dowdy  
Daniel Geddes  
AJ Gupta  
Delaina & Bill Harrison  
Jeffrey Hernandez  
Carmen & Jason Kamiya  
Monica Lerma  
Ryan & Marie Mays  
John McNab  
Claire Cavender McNab  
Carlisle O'Brien  
Eva & Gregory Papay  
Blanca Perez  
Karen Presley  
Martha & John Sheesley  
Dr. Paul & Marie Smith  
Marilyn Taylor  
Louise Wheir  
Random Acts of Kindness Group

And over **1,500** additional donations made between \$1 & \$1,000 totaling **\$52,540!**

Whether you gave \$1 or \$1,000,000 - your support is truly considered **PRICELESS** to every child we serve, and all of us who live out the mission of Respite Care every day!



# Volunteering at RCSA

Total Volunteer Hours:

3,021

Unique Number of Volunteers:

651



Thank you to the following businesses, organizations, and individuals for the incredible impact made at RCSA!

Aetna/ CVS Health  
AIM  
Alamo Roller Derby  
Alamo Roofing  
Alpha Media  
Autism Community Network  
Bank of America  
BioBridge Global  
Broadway Bank  
Cavender Toyota  
Chad Miller Auto Care  
Children's Hospital of San Antonio  
Corbin & Company  
Councilwoman Sukh Kaur, District 1 Office  
CPS Energy  
Frost Bank  
GDC Marketing + Ideation  
Guardian Angels of Central Catholic  
Harvey E. Najim Family Foundation  
H-E-B  
HOLT CAT  
Holy Cross  
Jefferson Bank  
JP Morgan Chase Bank  
Junior League of San Antonio  
Kohls  
Methodist Healthcare Ministries  
National Charity League, Alamo Chapter  
National Charity League, Rose Chapter

Northrock Church  
Our Lady of the Lake University  
Providence Catholic  
Pure Posh Salon  
Random Acts of Kindness  
SA Life Academy  
San Antonio Livestock Exposition  
San Antonio Zoo  
Sigma Theta Tau University  
Solventum  
Southwest Research Institute  
Speech Pathways Therapy  
St. Philips College, Phi Theta Kappa Service Group  
Students of Service  
The Place Commercial Real Estate  
The San Pedro Library  
U.S. Army Institute of Surgical Research  
UTSA  
Valero  
Vericast Corporation  
Vibrant Works  
Wave Healthcare  
Wells Fargo  
Whataburger  
Women's Club of San Antonio, Inguene Chapter  
Young Women's Leadership Academy  
Zachry Group

To all 651 of the incredible individuals who gave of their time and talent, we are so grateful for you, and we can't wait to see you back at RCSA soon!

# Contact Us



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info@respitecaresa.org



www.respitecaresa.com

