



Golden Skyline of Compassionate San Antonio

International Golden Rule Day, April 5, 2019



**HUMAN SERVICES**  
CITY OF SAN ANTONIO

# In the City. For Good.

## Human Services' Faith-Based Initiative Compassionate San Antonio Fiscal Year 2019 Annual Report



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This report was prepared by Human Services.

It can be viewed on-line at:

<https://sanantonio.gov/humanservices/FaithBased>

#CompassionateSA

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**\$65,000 raised for prescriptions and special circumstances during 2019 migrant surge**

**25,000 hits per month on San Antonio Community Resource Directory (SACRD.org)**

**\$14,000+ raised overnight for migrant children and parents reunification via Urgent Action Alert (UAA)**

**3000+ active services among 98 service categories in SACRD.org**

**2500+ San Antonio stories of compassion in action collected in 2019 via daily Tweets**

**1500 San Antonio faith leaders in the Initiative's network**

**1466 Organizations (nonprofits, congregations, City entities, etc.) within SACRD.org**

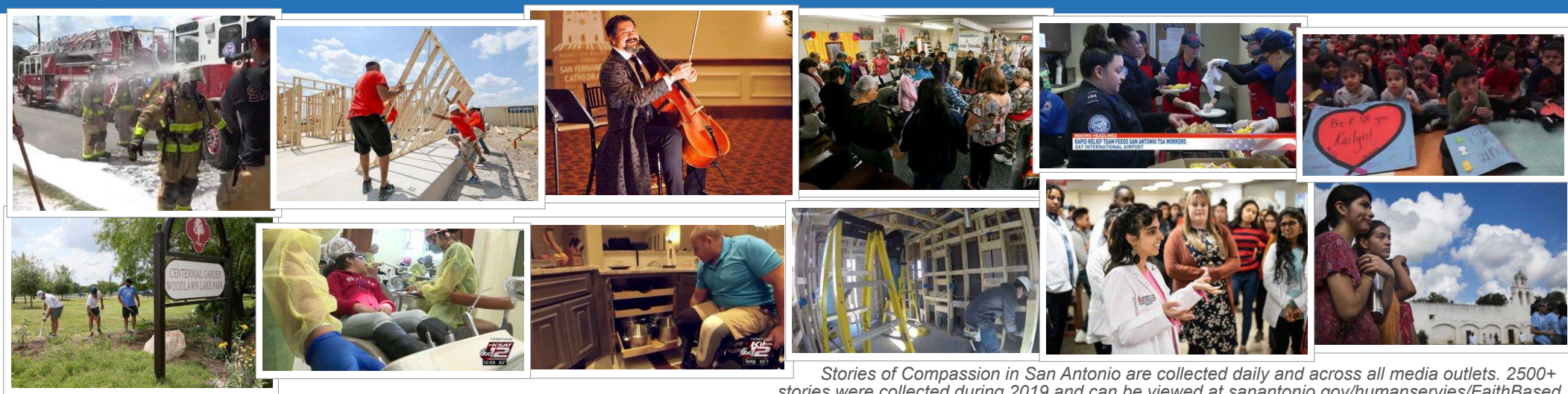
**1 Rule: Treat all others the way we wish to be treated ourselves.**

- **Compassionate San Antonio is now among 450+ Compassionate Cities and recognized as a leading model:** actively engaging across the intersection of faith and society; creating a legacy of faith and civic leaders who utilize Compassion in program, policy, and decision making
- Exemplifying cross-sector community wide collaboration through efforts like the Migrant Resource Center; resourcing all-inclusive services into on-line community via SACRD.org; collaborative grant writing among universities to teach Compassion from birth to life's passing
- Researching media outlets and recording daily all the local stories of compassion in action



**The San Antonio stories of Compassion keep coming!  
Engaging. Resourcing. Exemplifying. Replicating. Expanding.**

# Key Priority: Engaging Compassion in Broader & Visible ways



Stories of Compassion in San Antonio are collected daily and across all media outlets. 2500+ stories were collected during 2019 and can be viewed at [sanantonio.gov/humanservices/FaithBased](http://sanantonio.gov/humanservices/FaithBased)

## The June 2017 City Council Resolution as a Compassionate City:

**Recognizes** our City as compassionate while encouraging the learning of compassion among all ages

**Supports** initiatives that make our city more compassionate while accepting support from other organizations

**Records** San Antonio stories of compassion while leading others through the modeling of actions

**Compassion in Action Labs (casaLABs)** provided experiential learning for faith and civic leaders:

- October 2018 explored Compassion for self, others and in systems
- January 2019 examined national Compassion models & best practices
- April 2019 emphasized local models of growth & national significance
- July 2019 engaged efforts of Compassion on a global scale

**Compassion Integrity Training** moved beyond City Council offices (FY2018) into COSA departments and nonprofits:

Over 500 attendees from among Human Services, Metro Health, and various nonprofit leaders

**Community Conversations** opened important concerns in need of Compassion on a citywide scale:

WHERE IN THE WORLD: Finding Civility in Our City

SHORTENING THE LINE: The Direct Service System in SA

**Campaign #BeGoldenSA** launched on the eve of International Golden Rule Day, April 5th:

- Downtown skyline lit up in gold (see cover photo)
- City of San Antonio, nonprofits, congregations, colleges, etc.
- Claiming the Golden Rule as the guiding light!
- One Rule. Do unto others. All others.



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## MISSION

The Department of Human Services exists to improve the quality of life for San Antonio's most vulnerable residents.

**Department of  
Human Services  
Long Term Outcomes:**

**Children and Youth** are safe, healthy, resilient, and ready to succeed in school and life.

**Individuals and Families** are financially secure and in stable housing.

**Seniors** are healthy, engaged, and independent.

**Homelessness** is rare, brief, and non-recurring.



## MISSION

The Faith-Based Initiative began in FY2017 and exists to improve the lives of families and communities most in need through compassionate actions.

## VISION

Compassion being shared, lived and experienced via relational collaboration, intentional partnerships and networked services between the faith community, government agencies, non-profit organizations and community groups across all of San Antonio.

**Community Concerns  
engaged in Action Plans  
that maximize DHS' Long  
Term Outcomes:**

**Generational Poverty**  
**Homelessness & Hunger**  
**Immigration & Refugees**  
**Literacy**  
**Children & Foster Care**  
**Mental Health**  
**Public Health**  
**Religious Discrimination**



## Faith-Based Initiative 5-Year Plan towards sustainability and scalability:

- 2017 Assess and engage faith community participation in overall Community Concerns and Initiative plans
- 2018 Implement action plans towards replicable models & measurable baselines
- **2019 Engage replication and expansion strategies for deeper implementation throughout the City**
- 2020 Implement further adjustment and replication strategies based on metrics
- 2021 Faith-based initiatives established in areas of need across the community, towards sustainable growth within the City's projected population growth

### Generational Poverty

- Now an underlying concern with all the following Action Plans & Teams in FY 2020

### Homelessness & Hunger\*

- Formation of congregations, schools & neighborhoods as collaboratives in proximity
- Piloted in FY 2018 within District 3 with organic replication in Districts 1 & 6
- Further replication in FY 2019 within Districts 2 & 8
- Scheduled expansion in FY 2020 to Districts 4, 5, 7, 9 & 10

### Immigration & Refugees\*

- Full integration into COSA Immigration Initiative during migrant surge via Immigration Liaison\*\*
- Replicable model of integration for all Action Plans & Teams into FY 2020; Raised \$65,000 for prescriptions and incidentals at Migrant Resource Center

### Literacy\*

- On-going relational presentations to congregations to increase reading buddies
- Utilizing integration model\*\* into FY 2020



\*Maximizing Human Services' Long Term Outcomes for Children, Youth, Seniors, Homelessness, and Families

\*\*Integration model with appropriately aligned COSA efforts

# for Deeper Implementation and Growth

## Children\* & Foster Care

- Dissolved as a separate Action Plan & Team
- Now integrated\*\* into COSA alignment with the Trauma-Informed Care Consortium's Faith Sector Team
- Researched and working to implement Adverse Childhood Experiences training for congregations

## Mental Health\*

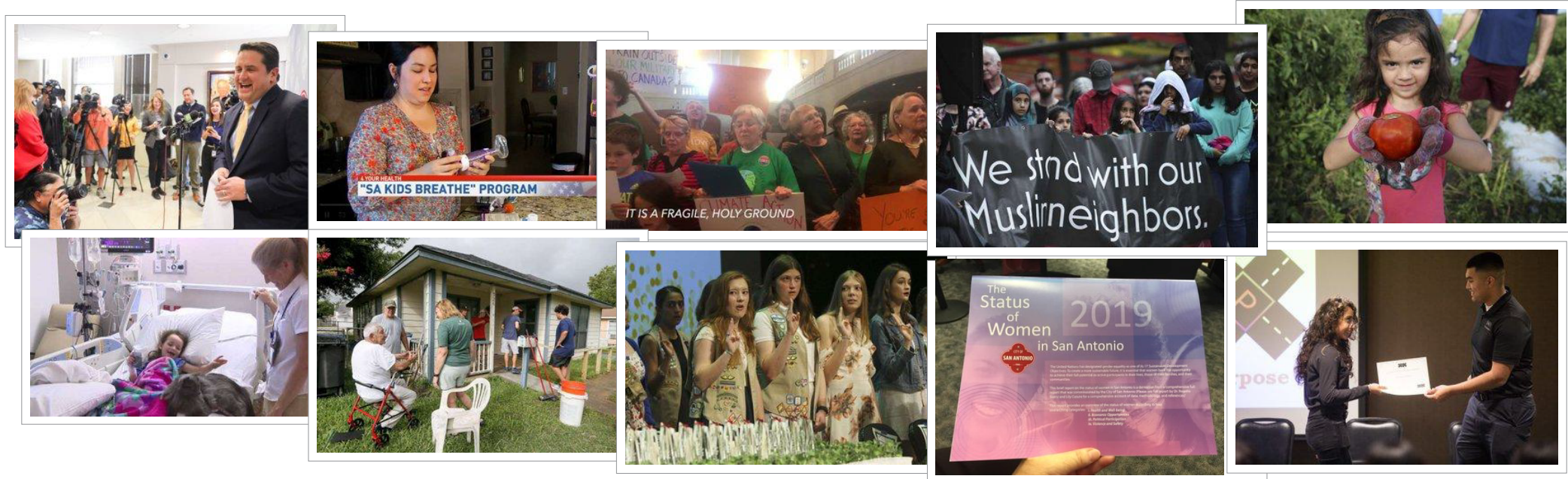
- Pathways to Hope Conference now the national model according to Department of Health & Human Services
- 2 studies conducted locally in regards to congregations and mental health (HEB Foundation with Meadows & UTSA)
- Integrating\*\* into FY 2020

## Public Health\*

- Maternal mortality is the focus of the work with slow expansion into community & congregations
- Began COSA alignment integration\*\* with Metro Health

## Religious Discrimination & Diversity

- Convergence of faith networks boosted via SA300 anniversary gathering on Main Plaza, May 1, 2018
- Interfaith San Antonio Alliance formed as new 501c3 with a focus on affordable housing
- Began COSA alignment integration\*\* with Equity Office



\*Maximizing Human Services' Long Term Outcomes for Children, Youth, Seniors, Homelessness, and Families

\*\*Integration model with appropriately aligned COSA efforts

# Key Priority: Establishing Technology as Conduits of Compassion

## Resources

**San Antonio Community Resource Directory (SACRD.org)**

Comprehensive online list of compassionate services

Instant access for those in isolation and need

3000 programs listed  
25,000 hits per month and climbing!

Established as stand alone 501c3 in summer of 2019

## News to Use

**Weekly e-NEWS connects peoples' needs with peoples' passions**

Engages the human hurdles within societal systems

Provides resourcing with relationships

Calls for action at the intersection of faith & society

Click rate is twice the national average compared to nonprofits!

## Action Alerts

**Auto-texting service informs community of large scale human needs with specific details**

Examples: \$14,000 raised overnight for migrant parents and children reunification; 1000 fans donated for Project Cool

Urgent Action Alerts stand ready for emergency situations like hurricanes

1,000 currently enrolled with capacity of 60,000!

Free enrollment and opt-out by texting Compassion to 55-000

## Metrics

**Mixed methods approach in measuring the qualitative outcomes**

*Is the Faith-Based Initiative having an impact in Our City?*

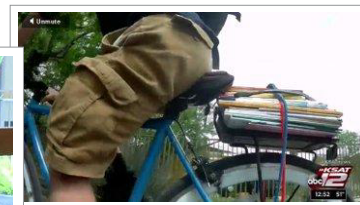
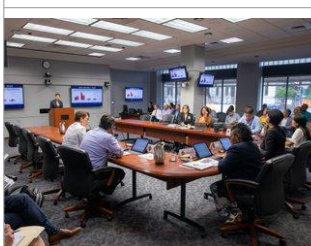
Those who agree and higher:

- 73% at end of year FY 2018
- 90% at end of year FY 2018

*Is San Antonio becoming a more Compassionate City?*

Those who agree and higher:

- 60% at end of year FY 2018
- 79% at end of year FY 2019





# Compassion is like a Texas Two Step

**Awareness of suffering is the first step**, whether it is your own or others or an entire system. Also known as empathy, this step can produce fatigue as it drains energy if overly engaged. Some of us discovered that drain or fatigue during our mutual experiences within the migrant surge this past year.

**The second step is feeling a sense of agency**, the ability to respond and take action. Also known as compassion, this step produces energy as it heals and relieves the suffering. Compassion is the antidote. Some of us also discovered this type of energy during the migrant surge. Sometimes it can even feel joyful or euphoric.

The great news in this dance is that compassion is in us at birth. Neuroscience has confirmed its existence in our very DNA. Even more great news of hope is if compassion has not been nurtured or we have been harmed or we have forgotten how, our brains can literally be rewired through practice, neuroplasticity and neurogenesis. Even in adulthood.

This is hope, an informed hope in a complex world. In a complex and growing city.

## Hope. In the City. For Good.

**Ann Helmke, Faith Liaison**  
Human Services' Community Faith-Based Initiative



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### **Key Priorities for Fiscal Year 2020**

- Focus on Poverty as the underlying connectivity between Action Plans
- Inclusion and expansion of Action Teams via alignment within City of San Antonio departments
- Education and raising the bar on San Antonio becoming more compassionate
- Compassionate San Antonio collaboration in Compassion Tree Project (CTP-SA)

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