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FSA
Family Service Agency
of San Francisco

Lives Transformed



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Felton Spotlight: Dolores Terrazas, CYF Division Director



Dolores Terrazas, Division Director for Felton's Children, Youth and Family division exudes zest. Her confidence and compassion are traits bred from her family's foundation and her years of community advocacy. A first generation San Franciscan and the youngest of five siblings, her roots in the Mission District are a source of pride and inspiration.

"I was guided by my parents' principles and values of how to live life and give back to your community. My siblings and all of the younger generations after us have the value. I have two older brothers and two sisters. The difference in age between my eldest brother and I is six years. I often say we are all the same age. I enjoy my siblings (most of the time). With the closeness in births, it is practical to say that we all grew up together, watched for each other, supported our successes together and shared as a collective the love with all of the family and children. This respectful and special relationship was due to the values of tenderness and discipline my mother bestowed on us and the adventurous and accountable man my father was. I am fluent in Spanish and am biliterate because my father would give us the Spanish language section of his newspaper, and we would sit with him reading the 'funnies' in Spanish while he read his world news. This is how I learned to read and write in Spanish," Dolores shares.

As a student at the former Hawthorne Elementary School, now known as Cesar Chavez Elementary, Dolores and one of her sisters were part of the SFUSD "desegregation plan". Dolores remembers the challenges of that experience as seminal in directing her toward her career dedication to early childhood care and community empowerment.

"The gains I acquired at an early age were the understanding of segregation of financing of schools, and the importance and support of having parents that never abandoned me to fend for myself. I went on to junior high,

(my favorite class was the debate club), high school (favorite class was civics), and did my undergrad at San Francisco State University and my graduate work at Minnesota State University. I started off wanting to be a teacher, 'because they got summer's off', but got hooked in working with a younger body of children and their families," Dolores remembers. "I always say, that the experiences we create for children should be magical, that the wonder of newness, experimentation and growth needs to happen every day and it should be with happiness and fun! I also knew, that working with the children's parents and/ or families would allow me to continue building the opportunities that all parents deserve to support and help their children thrive."

Dolores considers Felton Institute's work exceptional and was attracted to the span of services that Felton provides for the whole family, from birth to seniors. She is impressed with the deep and lasting impact of the work.

She says, "I am fortunate to see the growth every day with the children that are guided and supported by the staff (teachers, coordinators, supervisors, specialists, the maintenance team, cooks, and administration). I get to 'hang out' with the children and talk with them, and when necessary soothe them in a moment of difficulty."

Dolores has been with Felton for close to six months. When away from the job, her other passions include serving as the Board Chair for Mission Economic Development Agency (MEDA), travel, eating new foods and hiking local, national and international trails. In 2017, she walked the famous El Camino de Santiago de Compostela in Spain. She enjoys swimming and is wistful about resuming her early morning golf routine. "I used to play regularly, and it is the most beautiful in the morning, when the dew is still shimmering on the grass blades and the hare are spying you out," she smiles.

Time with family and friends is precious to her and, at many of the gatherings, her tasty paella is a hit.

Her parents' credo was: "You are always accountable to someone," and Dolores treasures how they encouraged her to be the best that she can be. Her own motto is "live life to the fullest!" and it is clear that she practices that on a regular basis.

Hilltop High Graduation



It is the season for graduations, and this month, twelve young women from Hilltop High who participate in Felton's Teenage Pregnancy and Parenting Program (TAPP), celebrated that milestone!



The Class of 2019, their children, family members, and friends enjoyed a touching and exuberant afternoon. Keynote Speaker Mayor London Breed of San Francisco and Felton's Felipe de Jesús Can, a GED instructor, offered heartfelt and inspirational messages of success and encouragement. Principal Elisa Villafuerte and lead head counselor Diana Alvarez provided the guidance, direction and support for this achievement. All of the students brought their children on stage. Most of the little ones are in child care or preschool at Felton Institute's Family Developmental Center.

Felton's TAPP Program began providing services in 1981 as a federal demonstration site for the Adolescent Family Life Program/Care Projects. Based upon the demonstration project's positive outcomes of reduced low birth weights, improved retention and/or re-enrollment in school, and the reduction on unwanted repeat births, California legislation was passed to create its own Adolescent Family Life Program.

TAPP provides comprehensive case management to help ensure that expectant and parenting families, up to age 19, have access to all available health, education, and social services for which they are eligible.

FEST and Lava Mae



On June 18, 2019, Felton's Engagement Specialist Team (FEST) joined more than a dozen other community based organizations to celebrate Lava Mae's five year anniversary.

Lava Mae's work is rooted in radical hospitality and an aspiration to transform the way communities see and serve our unhoused neighbors around the globe.

Asked how Lava Mae's mission of radical hospitality aligns with the values of Pride Month and the San Francisco 2019 Pride celebration, Pop-up Village Director, Jamie Ramirez explained: "Radical hospitality is about showing the love, the passion and the dignity that all human beings deserve, regardless of their sexual orientation, gender identity, or economic status. We seek to bring resources and services to anyone that needs it, and so, it's a great thing to be able to fight for that right - that very basic human right - to dignity and respect."

Congratulations to Lava Mae on five years of providing services that enhance the lives and promote respect and dignity for the homeless! The

agency repurposes retired transportation buses to bring showers and toilets on wheels to those who are unhoused in San Francisco, the East Bay and Los Angeles. Once a month, they host Pop-Up Care Villages offering showers, haircuts, food, clothing medical care, employment services and connections to Felton's mental health and social services.

Felton's FEST program is comprised of Engagement Specialists who are skilled case managers working in collaboration with the San Francisco Departments of Public Health, Public Works, Homelessness and Supportive Housing, and the San Francisco Police Department.

The specialists provide rapid response, community engagement, service linkage, and relationship building assistance to San Franciscans in the Justin Herman Plaza, Castro, Showplace Square, Mission and Civic Center neighborhoods with a focus on those with urgent housing needs. Felton's FEST has been praised for the outreach and service linkage designed to address any combination of substance abuse, mental health and physical health needs. The team participates monthly at Lava Mae outreach events.



Felton and You



**Frightened.
Alone.
Afraid.**

Those are the words that many of Felton's Teen Pregnancy and Parenting Program (TAPP) clients used to describe their initial feelings when they learned that they were expecting.

At some point in our lives, in some circumstance, many of us may have felt the same way. We needed a listening heart; we needed wise counsel; we needed a helping hand, and we needed strategies and tools to take us from the place of feeling alone and afraid to a new experience of empowerment, success, with an ability to give back in gratitude for what we received.



**Seen.
Supported.
Strong.**

These are the words that many Hilltop High graduates have shared as they celebrated that milestone to adulthood.

In 1997, Felton Institute COO of Children Youth and Family and Transitional Age Youth Services Yohana Quiroz stood on the Hilltop High School graduation stage with her 10-month old daughter as she received her diploma as a participant in Felton's TAPP Program.



Twenty-two years later, in addition to her work at Felton, Yohana is a Ph.D. candidate, a wife and a proud mother of two. That 10-month old baby who was on the stage with her is now a college graduate !

Enjoy Yohana's words of wisdom for other Hilltop High Graduates [here](#).

Yohana's full circle story is one of the many triumphant testimonies of the power of Felton's comprehensive evidence- based practices and services that make it possible for more than 10,000 people each year to experience life-transformative shifts and lead healthier lives.



Your contribution makes it possible to continue Felton's more than 50 programs in San Francisco, Alameda, San Mateo, Marin, and Monterey counties.

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