



2022
ANNUAL
REPORT
SEEN & HEARD

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LETTER FROM THE CEO

As we enter our fourth year of programming, I am struck by how far we've come as an organization, and how far our students have come in their lives.

We have the pleasure of keeping in touch with many of our students on Instagram, and it's always meaningful to see the various ways their lives are progressing. One graduate is teaching English abroad, one student is studying for her LSAT, and another is applying to cosmetology school.

In addition to these milestones, there are others who are doing the slow and unseen work of caring for their children, clocking in at work, and making car payments. These are not the moments making the main page of their IG accounts, but this too is adulthood. And the ability to care for yourself responsibly is hard-won when you've had a system for a parent, and yet these youth are doing the work.

I'd like to think Seen&Heard plays an important role in their success whether seen or unseen, but equally important is the inherent drive each young person possesses organically. We simply encourage the gifts our students already possess and provide them with tools to effectively build toward a future. A future of meaningfully stable work and relationships.

As you review this report, you'll see how we've allocated the funding we've received from many generous donors. You'll read more about our future plans. You'll see some statistical outcomes of our students. But within the numbers and infographics are many lives on the precipice of adulthood. This is an already challenging life stage for young people. We've presented information that reflects this. As you can see, we've seen success and difficulty alike in our youth, and we expect to see more of both. Our organization exists to serve any and all disconnected youth, and we meet them where they're at. And because of this, we get to witness their seemingly small successes that mean so much to us: a returned text message, a call for help, a job secured. One small success at a time will be more than enough to carry us into 2023.



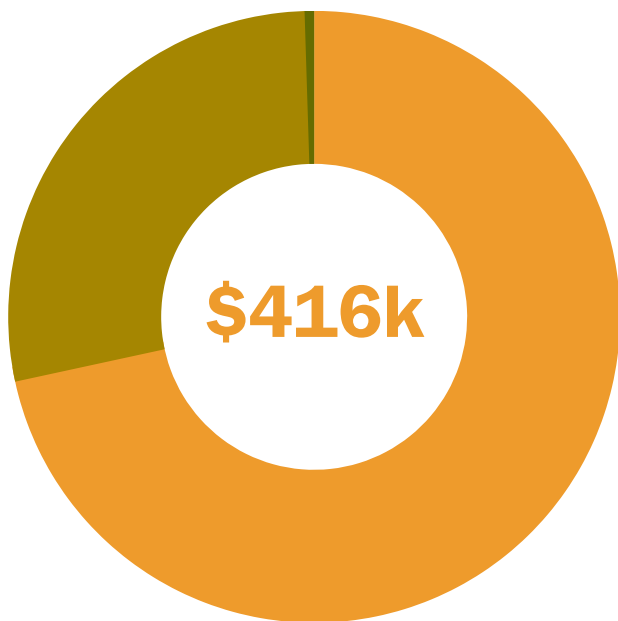
Into this new year together,

Regan Williams
CEO Seen&Heard

A handwritten signature of Regan Williams in a cursive, black ink style.

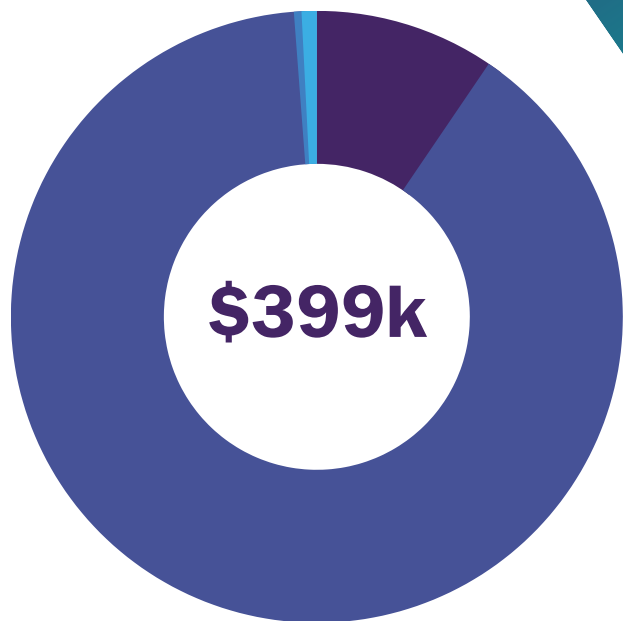
FINANCIALS

Expenses*



Program - 71.6%
 Administration - 27.9%
 Fundraising - 0.5%

Income



Private Donors - 89.3%
 Events - 9.5%
 Corporate Grants - 0.8%
 Other - 0.4%

Cost Breakdown	
One student for a class	\$100
One class for a week	\$300
One cohort for a week	\$1,000
One class for a semester	\$10,000
One cohort for a semester	\$50,000

Seen&Heard runs an 18-week program twice per year. Students are organized into cohorts based on the day they have class with us, and we have two semesters per year – one in the Spring and another in the Fall. The cost breakdown is based on yearly averages.

*Cash reserves were set aside from 2021 to provide for the overage

PROGRAM OUTCOMES

Every year we set goals for our organization to make sure that we are growing towards being able to serve more youth in the most sustainable way possible. Here are some of our important numbers from 2022 and a little bit about what they mean.

2022	Target	Actual
Graduates	20	21
Total Youth Served	65	159
Phase 3 Participation	25%	24%
Retention Rate	65%	54%

Graduates

In 2022 we exceeded our target with 21 total graduates.



Youth Served

We were able to more than double our target of youth served for 2022 by engaging in a number of intensives and workshops with some of our partners.

Phase 3 Participation

Phase 3 has undergone robust development in 2022. Ebony Perry-Retana, our Director of Wellness who oversees Phase 3 programming, has held several training and networking events for youth, developed a tracking system, and refined the process by which young people move through this 1-on-1 multimodal coaching program of Seen&Heard. The program has attracted many youth who are seeking further support in understanding and accomplishing their emotional, professional, and academic goals.

Retention Rate

Seen&Heard began the year with a rather remarkable retention rate of 65%. Comparably, this number is high given the general instability systems create in the lives of youth in foster care. We believe the primary reason we missed our goal by 11% is the fact that we are now serving more youth. As these numbers continue to grow, we will attract a more diverse array of young people in a variety of life circumstances that may require them to drop from the program. We will continue to monitor the retention rate and keep our goal of 65% for 2023. We will also be stepping up our efforts to track students' progress through the program and their reasons for dropping so that we may adjust accordingly.



STRATEGIC PLAN UPDATES

The Change Reaction

In 2022 we entered a formal partnership with The Change Reaction, a powerful giving platform that provides vital financial resources to tens of thousands of working Angelenos who struggle with urgent needs and hardships that impact themselves and their families.



By partnering with service providers like Seen&Heard, The Change Reaction is able to quickly provide grants and loans to those in need and prevent catastrophic life events.



A New Phase

Our goal for Phase 0 was twofold: first, to be able to engage youth before they come into Phase 1 and prepare them for our program, and second, to catch youth who drop out of Phase 1 for one reason or another and give them support. As we developed this new program, the outcomes changed into something that more closely reflects the needs of our youth.

The new Phase 0 is focused on bespoke programming that maintains connections with youth who were unable to complete traditional programming, attracts new students, and expands partnerships with short-term programming. Offerings include workshops, special events, and trainings.

Revised Curriculum

CEO Regan Williams and Director of Programs Erika Schweizer revised and updated all of the Seen&Heard curriculum for Phases 1 & 2 in 2022 based on teacher feedback. The new curriculum is up-to-date with industry-best practices and features fully redesigned slides for our virtual classes.

This new curriculum will be vital in supporting youth throughout Phase 1 & 2 program activities.

Session 3 Wise Mind

By being objective, we are able to change our patterns of behavior or responses to emotions. The key principle is that there is a conversation between two parts of ourselves our Reasonable & Emotional Mind. Eventually improving how we respond by utilizing Wise Mind.

REASONABLE MIND	EMOTIONAL MIND	WISE MIND
Facts focuses	Reactive	I know this AND I feel this
Intellectual	Mood Dependent	Intuitive
Uses Past Experience	Impulsive	Mindful
Task Oriented	Urgent	

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Session 4 Emotional Regulation

- When we are emotional, facts reason & logic usually are not seen as important.
- Observing our emotions without shame & using mindfulness to acknowledge them will empower us to "deal with our emotions."
- Noticing and recognizing our emotions builds over time & use

Staff Development

New Staff



William Blackford
Chief Operations Officer



Ebony Perry-Retana
Director of Wellness & Faculty



Vaval Victor
Part-Time Instructor

This year Seen&Heard welcomed two new staff members and introduced the Director of Wellness & Faculty position.

Staff Wellness

In an effort to provide support and continuing education for our instructors, monthly supervisions were held by Ebony Williams, LMFT and consultant. She also held a one day staff retreat which allowed our team space to connect and process together.



OUR IMPACT

Surveys

Two-thirds of students reported fewer signs of depression and anxiety from the start of the program through graduation.

From our Spring cohort we had 86 survey responses, and 75 responses from our Fall cohort, for a total of 161 survey responses for the year.

Student Group	Depression & Anxiety Reduction
Spring Cohort	67%
Fall Cohort	67%
2022 Average	67%

Overall Satisfaction	9.3/10
I think more often about what kind of career I want to have	77%
I feel more invested in my education	88%
I have a deeper understanding of myself	100%
I am able to manage anxiety better	88%
I am more willing to put myself in challenging situations that encourage growth	100%

Focus Groups

This year we conducted 3 focus groups with 9 Seen&Heard graduates. In the focus group we ask youth to reflect on their experiences in the program, talk about their high and lows, and give feedback.

Results from the focus groups were overwhelmingly positive, with many youth telling stories of the growth that they personally experienced through Seen&Heard

Although this is historically difficult data to collect, we remain committed to a thoughtful evaluation approach.

We will continue to adjust the tools and the program to better serve our youth.

LOOKING FORWARD TO 2023

Our core programming is incredibly robust. We will continue to provide our high quality programming for system-impacted youth. This year we are focusing on strengthening our other offerings to serve even more youth while maintaining the integrity of our program.

Phase 0

With more than a year of analysis and beta testing, a “formal” Phase 0 program has evolved into what we might describe as “pop-up” programming with three goals we were able to define thanks to review that took place in 2022:

1. Maintain connection with youth who were unable to complete our traditional programming

2. Attract new students

3. Introduce Seen&Heard to new partnerships by providing short-term programming

There is great potential in Phase 0 for creative and educational opportunities for young people. It also has the potential to continue to serve as a “testing site” for partnerships with communities outside child welfare and juvenile justice.

Phase 3

With Phase 3 well established, we'd like to identify a partner organization specializing in job placement with an emphasis in Diversity, Equity, & Inclusion and trauma-informed employers. In 2023 we plan to survey job placement agencies as well as corporations with shared values around Los Angeles County, develop a training program to educate employers, hold info sessions with small business and community stakeholders to continue the search for a viable match, and secure a meaningful partnership for 2024.

Q1

Survey job placement agencies and corporations with shared values

Q2

Develop or identify a training program to educate employers

Q3

Begin presentations and info sessions with small business and community stakeholders to search for a viable match

Q4

Secure partners with an agreement and a test program for 2024 with S&H graduates

Alumni Leaders

The Alumni Leadership program was put on hold in 2022 so that the CEO and other staff could bring their focus to other programs and administrative tasks to build the capacity of Seen&Heard. The program is already off to a great start as we begin 2023 with 4 new Alumni Leaders, and we will conduct another training after the Spring cohort graduates in June.

Alumni Leaders can apply for a variety of paid and volunteer roles that support Seen&Heard, including Virtual Teacher's Aide, Social Media Maven, and Youth Advisory Board Member. We look forward to seeing the amazing work they can do this year and to having another round of training in the Summer. We believe we will still reach our goal of 8 Alumni Leaders for 2023.

Staff Development

CEO Regan Williams is excited about developing her skills as a leader after she was accepted into the City Scholars Fellowship in December of 2022.

Chief Operating Officer William Blackford is enrolled in a data analysis course at Portland State University in order to better understand outcomes through student surveys and evaluation.

Director of Wellness Ebony Perry-Retana completed a Social Emotional Arts training in 2022 and is using her knowledge in her multimodal coaching with graduates.

Director of Programs Erika Schweizer continues to pursue her Masters in Marriage and Family Therapy which will directly benefit the young people she teaches.

Fundraising Events

- Yearly fundraiser
- December Presence campaign
- Yearly donor appreciation event

2023 Targets

26 youth graduated
85 youth impacted
8 Alumni Leaders
25% Phase 3 matriculation
65% retention rate



OUR PARTNERS

OLIVE CREST

Strong Families, Safe Kids



Sycamores

a better life



**Los Angeles County
Department of Children
and Family Services**

SAVING 
INNOCENCE



SEE YOU IN 2023

SEEN & HEARD

