In order to speed up your reading, the terms masculine and feminine will not be used to refer to a boy/girl; grandfather/grandmother; son/daughter; volunteers etc., but generic terms instead (children, grandparents, kids, etc.).

This English translation has been possible thanks to the PerMondo project: Free translation of website and documents for non-profit organizations. A project managed by Mondo Agit. Translator: Conor Tyrrell
Letter from the President

In 2019 we have continued with our mission of caring for families, without discrimination of any type, especially supporting people in difficult circumstances who are often the most vulnerable. We remain committed to this cause, as the value that the family brings to our society is irreplaceable and forms the basis of our progress and development.

Our Family Care Unit continues to provide psychological and legal aid with the help of qualified professionals. It offers advice and support to anyone who finds themselves in a situation of conflict and disorder in the family unit, as well as helping to advise them in their socio-economic reintegration.

With our Training Programmes we offer the ability to develop educational skills and competencies to parents, educators and minors. Our volunteers also continue to interact and accompany both minors and the elderly with the aim of reducing their risk of social exclusion due to their situational circumstances.

The Investigation and Research Unit has worked on an analysis of the socio-economic situation of Spanish families, trying to find the cause of the problems that they face, and also working to provide solutions to improve their situations.

We are facing an uncertain and difficult future, a future in which our work is going to become more necessary than ever. Our team will continue to work, with enthusiasm and dedication so that the necessary help reaches more and more families.

Thank you to everyone who generously and selflessly contribute to our cause. Thank you to those who help finance us and also to those that collaborate with us. For the trust and support they provide we are eternally grateful. We rely on them to continue the work we do in building a better world for everyone.

Patricia Tena Gutiérrez  
President
Acción Familiar is a **non-governmental and non-profit organisation** that has been working for more than 40 years, helping, strengthening, and caring for the family.

We maintain a commitment to the **dignity of the individual person** and **support for the families, without discrimination**.

The organisation was declared a Public Utility in 1982 and has maintained the Special Advisory Status of the UN Economic and Social Council (ECOSOC) since 2004.
## Who we are

### Board of Directors

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>Honorary President</td>
<td>Rosario de Gortázar e Ybarra</td>
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<tr>
<td>President</td>
<td>Patricia Tena Gutiérrez</td>
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<tr>
<td>Treasurer</td>
<td>Isabel Oraá Gortázar</td>
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<tr>
<td>Secretary</td>
<td>José María Llorente Gozalo</td>
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<td>Members</td>
<td>Javier Carvajal García-Valdecasas</td>
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<td>Pablo Díaz de Rábago Mazón</td>
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<td>Javier García de Fuentes de Churruca</td>
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<td>Ignacio Gil de Antuñano Vizcaíno</td>
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<td>Iván Muñoz López de Carrizosa</td>
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<td>Lucas Oriol López-Montenegro</td>
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<td>José Luis Rodríguez Jiménez</td>
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<td>Teresa Sáenz-Diez Rojas</td>
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### Technical Team

<table>
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<tr>
<th>Team</th>
<th>Manager</th>
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<tr>
<td>Research and Studies</td>
<td>Áurea García Muñoz</td>
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<tr>
<td>Family Care Unit</td>
<td>Mª Teresa López López</td>
</tr>
<tr>
<td>Training and Programmes</td>
<td>Viviana González Hincapié</td>
</tr>
<tr>
<td>Institutional and Voluntary Relations</td>
<td>Carmen Bustillo Fernández</td>
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<tr>
<td>Administration</td>
<td>Amanda Lanchas Ibañez</td>
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<tr>
<td>Communication</td>
<td>Vanessa Moreno Sifálín</td>
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<td>Ana Villota Quibén</td>
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<td>Eusebio Martínez Díaz (Murcia)</td>
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<td>Isabel de la Rica Ojinaga</td>
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<td></td>
<td>Nuria Lanuza Esparcia</td>
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<td>Denise Delgado Rivero</td>
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What we do

INVESTIGATION AND STUDY OF THE FAMILY
Applied research in the areas of family and children, and the transfer of knowledge to society and public institutions.

Training and Programmes
The development of training and continuity programmes aimed at parents, minors and professional educators.

FAMILY CARE UNIT
Free psychological and legal guidance as well as accompaniment to all members of the family care unit.

VOLUNTARY WORK
The accompaniment to people in situations of vulnerability and social exclusion, according to their specific needs.
Impact in 2019

13,032 directly benefitted from our actions

**Research and Family Studies**
- 3 publications
- 1 technical assistance project
- 8 conferences and seminars
- 13 articles and media interviews in the media

**Family Care Unit**
- 885 people have directly received free psychological and legal care support
- 638 women
- 247 men

**Training and Programmes**
- 11,614 parents, minors and adolescents have been trained in our workshops
- 87 workshops
- 15 monitored trainings
- 145 Virtual Classroom users

**Voluntary Work**
- 280 minors, seniors and accompanied immigrants
- 93 volunteers have carried out school reinforcement and accompaniment of people at risk of social exclusion

Report 2019
I. Research and Family Studies Unit

Our Objective

To provide knowledge to society and policy makers about family and children, and to enrich social debate and also the development of public policies.

How we achieve it

Applied research projects of an interdisciplinary nature, from a family perspective.

Transfer of knowledge: technical assistance to public bodies and other entities, participation in conferences, forums and seminars, as well as a strong media presence.

The Research Unit has worked closely with the Family Policy Research Group of the Complutense University of Madrid and with researchers from other universities, such as the Pontifical University of Comillas.
Publications

• Motherhood, paternity and work. A family perspective
  Chapter III of the work: Reconciliation and co-responsibility for work and family (2019). Dir Salomé Adroher. Pontifical University of Comillas and Ed. Wolters Kluwer [See more]

• Inequalities according to the capacities, composition and economy of Spanish households.
  Document 1.5 of the Foessa (Caritas) report. [See more]

• Determinants of Family Solidarity during the Great Crisis: The Spanish Case
  Published in the journal “Research on Aging and Social Policy”. [See more]

Technical assistance project

• Motherhood Map in Spain 2018
  For the Red Madre Foundation
Conferences, presentations and participation in forums and seminars

- Presentation of the study “Is there a motherhood penalty? Women and the labour market in Spain from a family perspective”. Complutense Institute for International Studies – ICEI, Complutense University of Madrid, 13th February.


- Presentation of the study “Is there a motherhood penalty? Women and the labour market in Spain from a family perspective”. Panel organised by the Social Promotion Foundation as part of the celebration of Women’s Day for the 63rd United Nations Commission on the Status of Women (CSW63), Cervantes Institute, New York, 11th March.

- Research workshop on the investigation of motherhood penalty. Center for Andalusian Studies, Chamber of Commerce, Seville, 18th March.

- Presentation of the results of the motherhood penalty study. Seminar of the of the Observation of Conciliation and Co-responsibility of the University of Camillas, Madrid, 25th March.


- Inequality between men and women in the labour market. A family perspective. Seminar on Work, Family and Personal Life Reconciliation – Master’s Degree in Marriage and Family from the University of Navarra, Pamplona, June 6th.

- Participation in The Roundtable on Motherhood Penalty, in which the results of the study “Is there a maternity penalty?” by the Research and Family Studies Unit were discussed. Dialogues from the Observation of Women and Equality – OMEI, Social Promotion Foundation, Google Startups Campus, Madrid, July 16th.
“Motherhood, a political priority?” Opinion, ABC. February 2nd [See more]

“Motherhood and the demographic challenge penalty” Online Print. January 9th [See more]

“The majority of co-existence is due marriage, making up 85% of couples” ABC Digital. May 15th. [See more]


“Experts and studies conclude that motherhood “penalizes” women in the labour market” Europa Press Social, March 13th. (See more)

“Motherhood penalizes women in the labour market, a study finds” El Diario, March 20th. (See more)

“The labour market penalizes motherhood, especially 30-year olds” EFE Sociedad, July 16th (See more).

The labour market penalizes motherhood, especially 30-year olds. Radio Nacional de España, 16th July (See more).

Discriminated women, the dark side of motherhood. COPE. 17th July (See more).

Does a penalty for motherhood exist? Radio Aragonesa, 16th July. (See more)

On the motherhood penalty in the Spanish labour market. Radio Autonómica de canarias, 18th July. (See more).

“The family is not in crisis” El Foro de la Familia. 19th July (See more).

“The family is not in crisis, we must send a message of hope” Revista Mundo Cristiano, August - September 2019 (Available for subscribers)

Presentation of the study “Is there a maternity penalty?” as part of the celebration of Women’s Day for the 63rd United Nations Commission on the Status of Women (CSW63), New York, March 11th.
II. Family Care Unit

Our objective

To advise and accompany, both *psychologically and/or legally*, all members of the family unit who request it. We aim to *strengthen basic skills* and provide the knowledge necessary to help manage more complex situations (emotional disorders, relationship conflicts, harassment at work, unemployment, domestic violence, shared custody, immigration issues, bereavements ...).

How we achieve it

Through *individual and/or group* intervention in person, by phone, video call or email for anyone that requests it.

With trained and qualified professionals (psychologists, lawyers, educators...).

By collaborating with a network of entities that specialize in the areas like the health & vocational training of young people, socio-integration of immigrants, support for those in long-term unemployment, accompaniment socially excluded groups i.e. elderly citizens living alone and/or young families on the poverty threshold.
885 people have received free psychological and legal support in our Family Care Unit.

**Gender**
- Male: 28%
- Female: 72%

**Reasons for Consultations**
- Psychological: 76%
- Legal: 24%

**Types of Assistance**
- In Person: 53%
- Telephone: 39%
- Email: 8%
Results 2019

II. Family Care Unit

471 people attended face-to-face

Individual Support

169

Female 34%
Male 66%

Group Support

302

- Social skills for job searching
- Emotional management
- Self-awareness and the theory of attachment
- Gender based violence

Cross-cutting psychological issues of face-to-face cases:

- Parental negligence
- Immigration
- Childhood sexual abuse
Reasons for Psychological Consultations

Family issues
- Conflicting relationships between parents and children.
- Difficulties with the spout or partner.
- Relationship issues between siblings.
- Separation or divorce.
- Issues related to unplanned pregnancies.
- Grief for a family member.

Addictions
- Substance addictions (alcohol, cannabis...).
- Addictions without substance (videogames, social networks...).

Abuse and mistreatment
- Sexual abuse.
- Gender-based violence.
- Child/adult abuse and neglect.

Other psychological circumstances
- Difficulty of acculturation.
- Struggle with the immigration process.
- Employment issues.
- Other psychological circumstances.

Emotional upset and trauma
- Emotional disorder (depression, anxiety...).
- Other personal cases of psychological trauma.

56.58% 2.96% 3.77% 27.22% 9.47%
To provide families with educational skills and competencias from participatory meeting platforms. We offer parents, educators, professionals, minors and adolescents the tolos to achieve “emotional education”.

Through a network of trained professionals (psychologists, educators, social educators...) with an extensive experience in social intervention, who teach our programmes both in person and through our Virtual Classroom, accessible for free.

During 2019, the workshops have been held in the Community of Aragon, Castilla La Mancha, Castilla y León, Extremadura, Galicia, The Region of Murcia, Madrid and Valencia.
Results 2019

11,759 direct beneficiaries

480 hours imparted in different thematic form

34.37% New Challenge
32.29% Family Education
27.29% Family’s Emotional Improvement
4.79% Improving coexistence
1.25% Elderly Educators

Old Challenge

III. Training and Programmes

Report 2019

480 hours imparted in different thematic form
Programmes organised in:

- Aragón
- Castilla y León
- Castilla La Mancha
- Extremadura
- Galicia
- Madrid
- Valencia

Virtual Classroom:
- Basic concepts in the prevention of violence.
- Support aimed at developing self esteem.
- Controlling how to set limits and the consequences of doing so.
- Communication: the key to understanding and respecting one another.
- Joint responsibility within the family.
- Family and the acquisition of healthy habits.

145 new users

Programmes in the Region of Murica:
- Youth addiction prevention workshops.
- Family training workshops.
- Reinforcement activities and free time.

8,695 beneficiaries
9.348 beneficios
653 adults
1,082 adults
1,184 minors
2,266 beneficiaries
Our objective

How we achieve it

Where we are

To reduce the risk of social exclusion of minors, the elderly and immigrants by providing them with the necessary support and accompaniment, according to their specific needs.

We carry out a process of selecting and monitoring our volunteers, offering them the chance to participate according to their profile, their motivation and their availability. We also provide them with the necessary training to help contribute to the improvement of the quality of life for the beneficiaries.

Our volunteers have collaborated on:

- **8 children’s residences across Madrid** (Chamberí, Isabel de Castilla, Las Rosas, Leganés, Móstoles, Rosa, Vallehermoso y Villa Paz).
- **The elderly residence** “Nuestra Señora de Montserrat” in Madrid.
- And the **Dolores Sopeña Foundation** in Vallecas (Madrid).
Results 2019

IV. Voluntary Work

93 volunteers

collaborate with us in our activities with minors, immigrants and adults

- Volunteering with senior citizens
- Literacy aid for immigrants
- Volunteering with minors

Male 25%
Female 75%
minors, senior citizens and immigrants were accompanied by volunteers in 2019
Communication

- 669 Twitter followers
- 165 Instagram followers
- 282 LinkedIn followers
- 409 newsletter subscribers
- 43,522 visits to the website

431 new followers
Collaborations

Collaboration agreement with the Pontifical University of Comillas, for the development of research projects and the conduct of knowledge transfer activities.

Integration into state-owned platforms – such as the Platforma de Infancia.

Collaboration with the Pilares Foundation, supporting and psychologically accompanying the elderly.

“Connecting generations”, the project initiated by the INTEGRA+ group, thanks to the Solidarity Talent Challenge programme from the Botín Foundation.

Collaboration with the Dolores Sopeña Foundation, who helped our psychologists with the training and interview process for the job placement of young people.

Collaboration with the NGO Cesal for the acquisition of social skills in the search for employment for Young people at risk of social exclusion.

Collaboration with the Complutense University of Madrid (UCM) through the Family Policy Research Group for the conduct of studies and research.

Collaboration with the Diversitas Foundation that helped perform psychological accompaniment and offered tools of labour in insertion for the whole population.

Creating support networks helps us strengthen the necessary strategies and tools needed to help support families. Knowing this, we seek partnerships and rely on both public and private entities to help provide families and each of their members with the best resources at all times and according to their specific situations.
Our accounts

Origin of the funds

Income 2019: €464,903

- Public: 60.61%
- Private: 39.39%

- Subsidies: 68.24%
- Donations and membership fees: 23.95%
- Financial income: 7.81%

Destination of the funds

Expenditure 2019: €490,127

- Training and Programmes: 52.04%
- Voluntary Work: 22.98%
- Family Care Unit: 12.50%
- Research and Family Studies Unit: 12.47%

Accounts audited annually
Funders and entities

Public funders

- Ministry of Health, Consumption and Social Welfare
- Government Delegation for the National Drug Plan
- Social Policy and Family Counselling
- Region of Murcia: Family Council and Equal Opportunity
- City Council of Cartagena: Council of Social Services
- Region of Murcia: Council of Social Services
- City Council of Madrid
- Cartagena of Cartagena: Council of Social Services

Private funders

- The Botín Foundation
- The Deloitte Foundation
- Google for Nonprofits
- Obra Social "la Caixa"
- The Bank of Sabadell Urquijo
- The Enrique Esteve Balet Foundation
- Société Générale

Collaborators and contributors

- The Montemadrid Foundation
- Bankia en acción
- The Montemadrid Foundation
- Deloitte
- Google for Non-profits
- "la Caixa" Social Works
- The Bank of Sabadell Urquijo
- The Enrique Esteve Balet Foundation
- Société Générale

Report 2019
Committed to the SDGs: (Sustainable Development Objectives)

1. The end of poverty (FIN DE LA POBREZA)
2. Health and well-being (SALUD Y BIENESTAR)
3. Quality education (EDUCACIÓN DE CALIDAD)
4. Gender equality (IGUALDAD DE GÉNERO)