

REPORT 2020



**acción
familiar**

Acción Familiar

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LETTER FROM THE PRESIDENT

The year 2020 has been very complicated, different and, in many cases, very painful for numerous families, especially those most vulnerable who have been hit hard by the global pandemic caused by Covid-19.

Acción Familiar, being very conscious of this situation, we have made an enormous effort to maintain our activity, and therefore be able to continue being by the side of those who need us most; to not neglect the people who have placed their trust in us.

This year, I want to especially highlight and express my gratitude for the work carried out by each of our units. To the family assistance team, which has continued delivering psychological, legal and counselling services to all the people that have gone to them in search of support, to find solutions to situations of disorder and conflict within their family units. To our volunteers, who in a very complicated environment have tried to continue their work within the possibilities they were presented with. To our instructors, who have given assistance workshops through our training programs, both in person and online, which are all the more necessary now. To the research and study unit, that has also continued their work of analysing the situation of families in Spain in order to find solutions to the problems and socio-economic challenges our society is faced with, and to contribute to providing solutions for improvement. And to our entire team of professionals, who have remained active at every moment, managing the day to day so that Acción Familiar can continue their activity and achieve their goals.

Today, more than ever, we are deeply grateful for every person and institution that continues to support us. Your contribution is essential if we are to make our work a reality.

We are counting on each of you to continue with this commitment, and to try and build a better world together.

Patricia Tena Gutiérrez
President

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WHAT IS ACCIÓN FAMILIAR?

A non-governmental, non-profit association that has been working for more than 40 years to help, strengthen and care for families. With the objective of encouraging the recognition and appreciation of the role of the family in society.

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

Declared of Public Interest in 1982 and with Special Consultative Status to the United Nations Economic and Social Council (ECOSOC) since the year 2004, and renewed this year until 2024.

Mission

To help, strengthen and care for families, as well as promote the protection of each of their members, especially those most vulnerable: older adults, women, infants and youths.

Vision

To be a reference centre in the area of delivering care services to families and children, as well as in research and study of issues related to family for agents and social entities, the media and for the families themselves, with the rigour, excellence, strength and quality of the work performed.

Values

- Dignity of the individual
- Commitment and solidarity
- No discrimination (inclusion)
- Transparency, quality and ethics
- Confidentiality
- Cooperation
- Consistency
- Professionalism
- Rigour and efficiency

WHO WE ARE

BOARD OF DIRECTORS

Honorary president	Rosario de Gortázar e Ybarra
President	Patricia Tena Gutiérrez
Treasurer	Isabel Oraá Gortázar
Secretary	José María Llorente Gozalo
Members	Javier Carvajal García-Valdecasas Pablo Díaz de Rábago Mazón Javier García de Fuentes de Churruca Ignacio Gil de Antuñano Vizcaíno Iván Muñoz López de Carrizosa Lucas Oriol López-Montenegro José Luis Rodríguez Jiménez Teresa Sáenz- Díez Rojas

TECHNICAL TEAM

Director	Áurea García Muñoz
Family Care Unit	Carmen Bustillo Fernández Vanessa Moreno Siñalín Amanda Lanchas Ibáñez
Training and Programmes	Lidia Blasco Fernández
Institutional Relations and Volunteer Work	Isabel de la Rica Ojinaga
Research and Study Unit	In collaboration with the <i>Research Group in Family Practices</i> from the Complutense University of Madrid
Administration	Nuria Lanuza Esparcia
Communication	Denise Delgado Rivero



WHAT WE DO

FAMILY CARE UNIT

We give psychological and/or legal support to people, couples and families in order to strengthen their personal skills or manage other more complex situations.

TRAINING AND PROGRAMMES

We offer training workshops directed at youths, fathers, mothers, grandparents and teachers involved in education. We provide the means and tools to tackle difficulties that may arise in the family setting, from a perspective of positive parenting.

FAMILY RESEARCH AND STUDY

We provide society with knowledge about family issues, contributing to the advancement and social value of the role of the family, utilising an interdisciplinary approach in order to enrich the social debate and facilitate the development of public policies.

VOLUNTEER WORK

We help to achieve an improvement in the lives of the vulnerable groups we serve (youths, older adults and immigrants), using the support and care of our volunteers, encouraging the active role of citizens in social transformation.

OUR RESPONSE TO COVID-19

Each of our areas have adapted their methodology in order to continue reaching all of the families that have needed us during the COVID-19 pandemic

FAMILY CARE UNIT

Methodologies added online for support and the creation of training videos, in addition to in-person assistance

TRAINING AND PROGRAMMES

Our workshops have been adapted to an online format. Of the 63 workshops given this year, more than 20 were done in this way

VIRTUAL CLASSROOM

We updated our Virtual Classroom content:

- Free courses for teachers, mothers and fathers
- Free online workshops
 - Psycho-vitamins
 - Volunteer training

VOLUNTEER WORK

After suspending in-person operations, the activities have been reorganised and adapted to new technologies to continue offering support in a new setting

IMPACT IN 2020

Family Research and Study

2,696 visits to the website

7 blog publications

600 research document downloads

Family Assistance Unit

759 people have directly received free psychological and legal support

496 women

263 men

8,437
people directly benefited from our actions

Training and Programmes

7,217 fathers and mothers, children and adolescents trained in our workshops

86 workshops conducted

15 instructors

214 Virtual Classroom users

Volunteer work

120 youths, older adults and immigrants supported

112 volunteers

I. FAMILY CARE UNIT

Our goal

Give psychological and/or legal advice and support to every person, couple and family that seeks it, in particular those who find themselves in a vulnerable situation, to **prevent risk behaviours, strengthen personal skills, manage emotions and handle crisis situations** in order to enable an improvement in their personal, family, occupational and social well-being.

How we do it

Through a team of qualified professionals (psychologists, lawyers and teachers) we support people and families that, as a result of their life circumstances, cannot avail of other existing offers.

In person or by phone, video call or email, from our headquarters or relocating to other entities, we care for their needs and support their personal, occupational, social and educational development.

We collaborate with a network that is especially designated to intervene in vulnerable situations, including entities specialised in the fields of health, training and socio-occupational insertion of young people, immigrants, women, long-term unemployed and supporting older adults, youths and families.



I. FAMILY CARE UNIT

759

people have received free psychological and legal support from our Family Care Unit

636

people supported psychologically

123

people supported legally

282

group psychological care

- Managing anxiety about COVID-19
- Social skills for job seeking
- Emotional regulation

251

advice (by phone, email...)

103

individual counselling

I. FAMILY CARE UNIT

Users

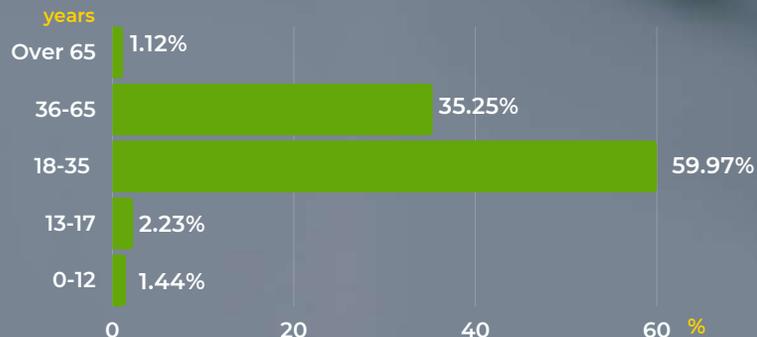


65.4%



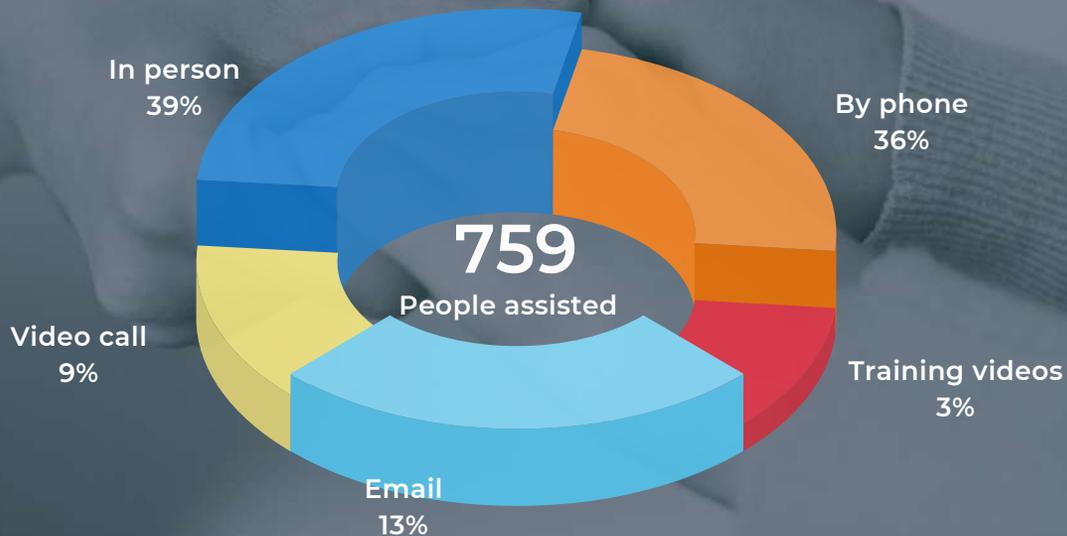
34.7%

Age range



Types of assistance

During the COVID-19 pandemic we have adapted our ways of assisting and supporting people, adding two new modes: **video calls** and **training videos** (produced expressly to care for specific needs).



Main consultation topics:

43.79%

Family problems

Conflict in relationships between parents, children and siblings, partnership crises, family breakdown due to separation or divorce, elevated levels of emotion expressed in the family, problems related to unwanted pregnancy, lack of stability in the family support network...

26.93%

Emotional disturbance and Trauma

Depression, anxiety, stress, sleep problems, phobias, life cycle crises, primary attachment disorders accompanied by a personal history of psychological trauma...

13.81%

Other psycho-social circumstances

Grief caused by migration processes, difficulty assimilating, problems with work (unemployment, job insecurity), finances and education (psycho-educational deficiencies, education away from parents), social exclusion, delinquency...

11.7%

Topics related to COVID-19

Training for young people at risk of infection, anxiety management, support for loneliness, isolation in older adults, grief, emotional support for confined families...

1.96%

Abuse and mistreatment

Sexual abuse, child/adult abuse, gender-based, intrafamily and child-to-parent violence, problems of neglect...

1.4%

Addictions

With substances (alcohol, cannabis...), without substances (video games, social media, sexual...)

II. TRAINING AND PROGRAMMES

Our goal

Offer fathers, mothers, grandparents, teachers and youths the necessary tools to obtain an "emotional education".

Provide spaces for participatory meetings which include moments of reflection, expression and personal and family learning. Equip families with educational abilities, skills and competencies.

How we do it

Using programmes designed with a practical nature and an active and participatory methodology which focuses on dynamics and activities.

We have an extensive network of professional instructors (psychologists, teachers, social educators) with vast experience in social intervention.

The workshops given, both in person and online, are conducted in **Aragon, Castile and León, Castilla-La Mancha, Extremadura, Galicia, the Community of Madrid, the Valencian Community and the Region of Murcia.**

We offer a wide variety of training content for free on our Virtual Classroom.



II. TRAINING AND PROGRAMMES

7,217

direct beneficiaries

1,835

beneficiaries

Aragon, Castile and León, Castilla-La Mancha,
Extremadura, Galicia, Community of Madrid,
Valencian Community

5,382

beneficiaries
Region of Murcia

1,647

adults

86

workshops conducted

5,570

youths

46

in person

20

online

II. TRAINING AND PROGRAMMES

In Aragon, Castile and León, Castilla-La Mancha, Extremadura, Galicia, Community of Madrid and the Valencian Community, 316 hours of training have been given in:

In the Region of Murcia, 984 hours were given to different topics:

33.33%
New
Challenge

30.15%
Family
Education

3.17%
Improving
Cohabitation

33.33%
Family with
Emotions

53.33%
Extracurricular
Activities

10.8%
Family
Counselling
Services

31.33%
Addiction
Prevention
Meetings

5.99%
Family
Training

5.69%
Telepatio
Workshops

4.87%
Community
Prevention

III. VOLUNTEER WORK

Our goal

Boost voluntary action through our projects, building loyalty and commitment to our volunteers over time. Offer support and care to people in vulnerable situations, according to their specific needs, and improve the lives of the groups cared for.

Our volunteer work is very focused on the relationship with the person, especially with those most vulnerable.

How we do it

Giving support and accompaniment to three population groups at risk of vulnerability:

- Youths in foster care, who have been separated from their families and homes in very complicated conditions.
- Older adults in nursing homes, alleviating their loneliness.
- Immigrants, who we help with their literacy so they can achieve a better integration with society.

Our volunteers collaborate with children's homes in the Community of Madrid, in nursing homes, as well as with other platforms, associations and entities that share the aim of reducing the high vulnerability of these groups together.



112

volunteers

120

youths, older adults and
immigrants supported

3,257

visits to the
volunteering website

190

information request
forms

37

new interviews

III. VOLUNTEER WORK

Volunteers



69 %



31 %

Age range

Years



Our volunteer work is focused on three population groups

• **Volunteering with youths**



• **Volunteering with older adults**



• **Literacy of immigrants**



IV. FAMILY RESEARCH AND STUDY UNIT

Our goal

Contribute to the advancement and appreciation of the role of the family in society, utilising an interdisciplinary approach to enrich the social debate and facilitate the production of public policies in favour of the family.

Use articles and reports to highlight how the configuration, organisation and behaviour of families have been changing over time.

How we do it

In collaboration with the **Research Group in Family Policies from the Universidad Complutense de Madrid**, two new initiatives have been launched:

- A blog, "**Family Secrets**" with entries from different authors and subjects which compile and disclose information about the current situation of households in Spain.
- An **observatory** that produces an **annual report (online)** that includes the latest available data on the most relevant indications of the situation of families in Spain and their recent evolution. The objective is to present results of the quarterly analysis of the Labour Force Survey (LFS) in relation to the current Spanish reality from a family perspective.



IV. FAMILY RESEARCH AND STUDY UNIT

2,696

visits

2,198

"Family Secrets"
blog

498

Research page on the
website

7

publications

600

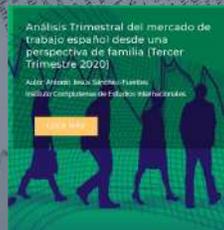
document downloads

PUBLICATIONS

With the creation of the **"Family Secrets"** blog we bring results to the public that are related to the current Spanish reality, extending the focus to data that could otherwise go unnoticed among so much information. [\[See more\]](#)



Social participation/integration and disability: searching for an inclusive society [\[See more\]](#)



Quarterly Analysis of the Spanish labour market from a family perspective (Third Quarter 2020) [\[See more\]](#)



Quarterly Analysis of the Spanish labour market from a family perspective (Second Quarter 2020) [\[See more\]](#)



(Tele)work and family in the times of COVID-19: From apparent conflict to necessary enrichment [\[See more\]](#)



Quarterly Analysis of the Spanish labour market from a family perspective (First Quarter 2020) [\[See more\]](#)



The growing loneliness of our older adults, an important and urgent task we're committed to [\[See more\]](#)

COMMUNICATION

71,304

visits to the website
www.accionfamiliar.org

397
new followers on social
media



756
followers

[@accion_familiar](https://twitter.com/accion_familiar)



291
followers

[@accionfamiliar](https://www.instagram.com/accionfamiliar)



340
followers

[@ACCIONFAMILIAR](https://www.linkedin.com/company/ACCIONFAMILIAR)



27
subscribers

[@AccionFamiliar](https://www.youtube.com/@AccionFamiliar)



523
newsletter
subscribers

OUR NETWORKING



Psychological group support for adult immigrants. Training in social and vocational insertion itineraries. Support and accompaniment on demand in different psychological processes. Literacy education for adult immigrants.



Psychological support for older adults in vulnerable situations.



Participation in state platforms, such as the *Plataforma de Infancia*, that unites more than 65 entities that work in favour of children and family.



Psychological and/or legal support for immigrants. Group support sessions on demand.



Tracking volunteers for help during the pandemic with phone support for older adults, school support online, etc.



Psychological support group sessions about self-knowledge, attachment and self-esteem for young people of Madrid.



Personal and group psychological support for vulnerable young people to teach them to develop social skills in the search for work. Literacy education for young immigrants.



Online school support from our volunteers for boys and girls in primary and secondary school during the pandemic.



Online school support during the pandemic from our volunteers, to help close the education gap.



Psychological and/or legal support for people that are vulnerable and at risk of social exclusion while actively seeking employment.



Psychological support for families and youths at risk of exclusion from the districts of Chamberí, Chamartín and Prosperidad.



Psychological and/or legal support for people that seek to start a new life in different towns in Spain.

RENDERING THE ACCOUNTS

ORIGIN OF THE FUNDS



DESTINATION OF THE FUNDS



FUNDERS AND ENTITIES

PUBLIC FUNDERS



✓ POR SOLIDARIDAD
OTROS FINES DE INTERÉS SOCIAL



SUBVENCIÓN 0,7% IRPF:



Comunidad de Madrid



PRIVATE FUNDERS



COLLABORATORS



COMMITTED TO THE SDGS



Through different workshops and volunteer work, we offer services and activities to help individuals on a local level with their professional development, so they can fend for themselves and incorporate themselves into the labour market. Through school support for youths, literacy education for immigrants or training workshops for young people and adults.



Through workshops and psychological care, we offer services to help achieve development that allows individual to search for well-being, learn to handle their situation, make better use of their resources and acquire new habits in order to continue developing, growing and improving their life.



Through different workshops and volunteer work, we offer services and activities so that everybody can achieve an education and broaden their professional possibilities. Through school support for youths and literacy education for immigrants, among other things, they fight to offer a better education and resources so that the individual can build a more sustainable future.



Through workshops and psychological care, we offer services to encourage and facilitate the incorporation of women into the labour market and achieve a balance between professional and personal life.



We offer support so that everybody can access the same opportunities in spite of any complicated socio-economic situations they are in, by means of reducing inequalities through volunteer actions, helping youths with few resources for better personal and professional development, and literacy education for immigrants.



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