MAKING LONG ISLAND EVEN BETTER

Family & Children’s

A Community of Caring

2016 ANNUAL REPORT
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Since 1884, FCA has worked hard to make Long Island a better place to live, work and raise a family. Dedicated to protecting and strengthening Long Island’s most vulnerable children, youth, seniors, veterans, families and communities, we offer assistance to those who are experiencing social, emotional and economic challenges.

By giving the most vulnerable an opportunity to get ahead, we’re here to create a better Long Island for all.
Dear Friends of FCA,

On behalf of our dedicated Board of Trustees, staff, volunteers and our grateful clients, we are proud to present you with our 2016 Annual Report. Though it’s impossible to capture a year’s worth of life-changing work in a few pages, paragraphs and pictures, we’ve included some highlights, client stories and key performance indicators that help tell FCA’s story.

We expanded our existing programs and launched several new initiatives in 2016, working harder than ever before and fulfilling a promise to Long Islanders we first made more than 130 years ago.

As public policy debates swirl in Washington, DC, there are some great things happening in communities across Long Island. At FCA, we’re helping to shape those debates, designing local models of care that produce measurable, sustained results and creating new partnerships that will boost our region’s most vulnerable populations.

With renewed financial stability, an incredibly gifted team and a laser-focused commitment to making Long Island an even better place to live and work, we know that our very best days lie ahead.

Sincerely

Jeffrey Reynolds, PhD
President/CEO

Drew Crowley
Chairman,
Board of Trustees
Long Island’s first recovery center, THRIVE (Long Island’s Center for Transformation, Healing, Recovery, Inspiration, Validation and Empowerment) officially opened its doors to the public in March and is off to a great start.

THRIVE’s mission is to help individuals and families find, maintain, and strengthen their recovery through peer-based support, navigation assistance and referral services; provide interactive educational programs that promote wellness, economic prosperity and civic engagement; and maintain a safe, welcoming haven for substance-free recreational and social activities in a homelike space, with couches, artwork on the walls, private counseling rooms and a nook for reading and board games.

THRIVE offers educational and health programs, vocational training, counseling, as well as parenting and stress management workshops for family members. Staff provide timely information on how to access addiction treatment and help with insurance issues.

FCA has partnered with the Long Island Council on Alcoholism and Drug Dependence (LICADD), the Long Island Recovery Association (LIRA) and Families in Support of Treatment (F.I.S.T.) to spearhead THRIVE which is funded by the NYS Office of Alcoholism and Substance Abuse Services (OASAS) to support those in recovery. Visit www.thriveli.org for upcoming events and more information.
MAKING LONG ISLAND EVEN BETTER

Long Island is a great place to live, work and raise a family. While those outside Long Island may focus on the wealth that wraps much of the north and south shores, for many, just making ends meet and keeping their family together is a struggle. Whether their family is facing addiction, mental health concerns, or even homelessness – at times it seems like there is no solution. Family and Children’s Association has been here for Long Island, working with individuals, families and communities for 132 years, tackling these issues on a daily basis and preparing for the next to come. By giving the most vulnerable an opportunity to get ahead, we’re here to create a better Long Island for all.

Addiction is a family disease. This statement has never been truer than it is today. Long Island is the epicenter of the opioid crisis. It’s swarming the news channels and affecting families we know personally. Opioids, fentanyl, and heroin overdoses are at an all-time high, with Suffolk County leading the state. The overdose fatalities in Nassau and Suffolk have increased by 300% over the last five years to 493 deaths this year alone. Because addiction impacts family unity, stability, mental and physical health, and finances, FCA treats the entire family. Through prevention education in schools, working with parents, treatment in any of our licensed facilities, or helping families to sustain their sobriety at THRIVE, our new recovery community and outreach center, FCA is here for them and here for Long Island.

We are also seeing more and more families impacted by children’s mental health concerns. Over the 20 years FCA has been serving this population, these special needs have become more and more complex. Parents are struggling with children who have issues that range from a diagnosis of severe mental illness, to anxiety, to substance use, to involvement with the criminal justice system – all while trying to navigate the increasingly complex world of health insurance. Through our Family Support Program, HCBS, Children’s Care Coordination or Family Mediation services, to name a few, we’re here for them and here for Long Island.

Our teens face an array of issues including human trafficking, substance use, physical and sexual abuse, gender identity. For some teens, these issues and others force them to leave their homes. At Nassau Haven, our runaway and homeless youth shelter and Walkabout, our transitional living program: we teach independent living skills and personal hygiene; we help teens get back into school or find a job, and we give them a “home” and teach them the important independent living skills they need to succeed. We are here for them and here for Long Island.
14 years ago, after having my third child, I found myself in a desperate situation. I was homeless, unemployed and trying so hard to avoid the violence from my children’s father. I attempted to navigate the social service system and things seemed to only get worse. My daughter became ill and was turned away from the hospital. I was in danger of losing my children, and I had nowhere to turn. Fortunately, I was referred to Family and Children’s Association (FCA). FCA welcomed me with open arms. They didn’t judge me for what I had been through or what challenges lie ahead. Instead, FCA helped me and my children to obtain the assistance I so desperately needed and helped me get back on my feet and live independently. From acquiring food stamps to teaching me how to complete my Medicaid application, FCA eventually helped me get to a place where I could maintain stable housing. It became clear that my children were living a much better life than they had before. All my children are now on the honor roll, and I’m able to provide them with what they need to focus on their school work. Thank you FCA!
Empowers our youth and their families in decision-making abilities and assists them in self-sufficiency and independence. Strength Based Preventive Services are essential in supporting children, young adults and families who are vulnerable, homeless, experimenting with drugs and alcohol and at high risk of mental health disabilities and at-risk behaviors.

Preventive Services Division

EMPOWERING WITH OPTIMISM & DETERMINATION

In 2016, the Preventive Team provided direct services to 1,744 individuals and impacted an additional 3,559 people through direct community outreach, referrals and workshops. We proudly report that collectively, we made a difference and provided services to over 5,300 individuals. FCA continues to provide safety-net services to Nassau County residents by welcoming walk-in clients at our Hempstead office and providing referrals to the Lutheran Church food pantry. Also in 2016, 68 young people were the recipients of FCA scholarships and are currently attending college or are enrolled in a vocational program.

Programs Offered by the Preventive Division:

**Family Support Program** - Protects vulnerable children who are at risk of foster care by strengthening their parents’ ability to safely care for them in their home.

**Parents and Children Together (PACT)** - Provides education to pregnant and parenting teens by promoting prevention, problem solving and case management services.

**Safe Transitions and Reunification Services (STARS)** - Helps unaccompanied minors who have fled life threatening circumstances from their countries of origin to re-unite with their parents or caregivers in the NY area.

**Project Independence Suffolk and Nassau** - Provides independent living skills, training and services to young people with multiple traumas who are aging out of the foster care system.

**SNUG** - An anti-violence program that works with residents, businesses and community-based organizations to create strategies which promote alternatives to violence and ultimately, reduce gun violence in the Village of Hempstead.

**Detention Diversion** - Provides family mediation and youth case management services with the goal of diverting youth from further penetration into the juvenile justice system.

SNUG saw a 61% reduction in shooting incidents.
Long Beach Ladders - Provided career readiness assessments, vocational planning and internship/employment opportunities through case management and workshops in Long Beach.

Shelters:
Nassau Haven - A 30-day runaway and homeless youth emergency shelter for young people ages 10-20 who are homeless or in crisis and in need of a place to live or rest.
Walkabout for Young Men and Women - An 18-month transitional living program for homeless youth ages 16-20. It provides both residential and ongoing case management services preparing them for independent living.

Additional services to strengthen success within FCA Preventive Programs:
• Step up 2 Success (SU2S) - designed to fully assess each individual’s strengths and needs, while providing ongoing support to prepare young people with the skills and vocational network they need to competitively enter the job market. The SU2S program continues to grow in numbers and outcomes support our early hypothesis; when coaching hours concentrate on chosen identified domains, our youths’ accomplishments improve as well.
• Although education and support through workshops has always been an essential part of the Preventive Team philosophy and SU2S curriculum, our Learning Center now operates as a central learning site for all FCA’s programs. Weekly workshops are hosted on various topics which include: bullying, self-esteem building, life skills, vocational careers, college readiness, poetry, healthy relationships, social media awareness, financial awareness and more.

Select Preventive Services Division Outcomes 2016:
• 80% of our Long Beach Ladders participants secured employment with collective financial savings in the amount of $38,237.
• 81% of Project Independence youths saw improved living skills.
• Of the youth served at Nassau Haven, 84% returned to a home or safe environment with support services in place.
FCA’s Behavioral Health Division helped nearly 3,000 people cope with many issues, including substance use disorders, homelessness and psychiatric disorders. This division effectively supported families with children at-risk of psychiatric hospitalization and diverted teenagers from entering the juvenile justice system, helping them to become productive members of their communities.

**Behavioral Health Division**

**PROVIDING HOPE FOR PEOPLE BATTLING ADDICTION OR BEHAVIORAL HEALTH CONCERNS**

FCA’s Behavioral Health Division works with children, adolescents and adults who are suffering with behavioral health issues and substance use disorders. FCA provides a team of specially-trained substance abuse counselors, psychiatrists, social workers and nurse practitioners whose mission is to help individuals, couples and families find a solid path to recovery.

A key factor leading people who live with substance use and behavioral health disorders to recover more quickly is to include the support of family and friends. For that reason, FCA reaches out to our clients’ loved ones to keep them actively involved in recovery efforts. In addition, we provide respite and childcare to parents who become overwhelmed from the instability at home and desperately need additional support.

The primary goal of the Behavioral Health Division is to help people living with a mental health diagnosis to return to their homes and communities and for those with a substance use disorder to find a path to recovery.

With newly learned skills and tools, our clients are prepared to have positive experiences with the people who love them most. FCA believes that each one of our clients is entitled to professional and compassionate care in a warm and nurturing environment. In 2016, the Behavioral Health Division provided treatment to 2,434 people. Our message is clear—“FCA is here to help and support you during treatment. You are not alone—and there is hope.”

**Programs Offered By the Behavioral Health Division:**

**Addiction Treatment Centers** - licensed outpatient, chemical dependency treatment programs offering the continuum of individual and group treatment to help clients abstain from drug and alcohol use.

**Children’s Home and Community Based Waiver Services (HCBS)** - provides home and community-based and supportive services for children between the ages of 5-18 who face hospitalization due to a serious emotional disturbance.
Family Center Nassau - provides Family Support and Respite services to families whose children (ages 5-18) have received a diagnosis of Serious Emotional Disturbance.

Family Center Suffolk - provides Family Support and Youth Advocacy services to families whose children (ages 5-18) have received a diagnosis of Serious Emotional Disturbance.

Children’s Care Coordination - provides case management services to children between the ages of 5-18 who face psychiatric hospitalization or out of home placement due to a serious emotional disturbance.

PINS Diversion (Persons In Need of Supervision) provides case management for teens to prevent entry into the juvenile justice system.

Family Mediation - offers short-term counseling by licensed therapists to families experiencing conflict in the home.

West Nassau - a 24-hour supervised community residence that serves adult men and women who suffer from mental illness. The residential program helps clients learn the skills necessary to move on to a more independent living environment.

Lakeview House - a 24-hour supervised community residence for adolescents with severe emotional impairment who require a structured setting in the community.

At the start of 2016, FCA began providing Children’s Behavioral Case Management, which, by the end of the year had transitioned into Health Home Care Coordination. FCA established relationships with two children’s health homes and is currently providing care coordination services to Medicaid and non-Medicaid children across Long Island. We also continued to develop our relationships with the Nassau and Suffolk Delivery System Reform Incentive Payment (DSRIP) Program hubs - establishing two contracts to help the Performing Provider Systems (PPS) achieve their goals.

Select Behavioral Health Division Outcomes:

• 93% of the at-risk youth in our Children’s Behavioral Case Management were able to remain at home with their families at discharge.

• 100% of our Family Center children remained at home with their families upon discharge from the program.

• 85% of the youth in our Lakeview House will have their mental health symptoms and behaviors stabilized to allow for discharge home or to another appropriate setting.
In 2016, Nassau County was home to more than 300,000 seniors age 55 plus. Thanks to the variety of programs and services offered by FCA’s Senior Division, more than 10,000 members of this vulnerable population, which include those who are able to live at home and those who currently reside in adult, nursing or assisted living facilities) were helped by FCA. That’s 3.3% of Nassau County’s aging senior population!

We understand the majority of these seniors want to age in place, remain at home and live out their remaining years in a dignified, hopeful manner. FCA will continue to help them improve their overall quality of life.

Programs offered by the Senior Division include:

**Bill Payer** - provides monthly assistance to help visually impaired or physically challenged seniors organize and pay their bills to prevent harassment from creditors or shut-offs by utilities.

**CHEC (Counseling for Home Equity Conversion)** - offers a HUD-certified counselor to help seniors understand the reverse mortgage process.

**Case Management and In-Home Assistance Program (EISEP)** - provides help to seniors by connecting them with in-home services so they can remain safely and independently at home.

**Financial Counseling** - provides financial assistance, guidance and advocacy to help resolve debt, mortgage and tax issues.

**Friendly Visiting Program** - Implemented in 2015 through the generosity of the Manhasset Community Fund’s Greentree Foundation, senior residents from the Town of North Hempstead can be connected with a Friendly Visitor who pays a social visit for at least one hour weekly to address feelings of isolation and hopelessness. The program ended 2016 with 26 matches and provided over 675 hours of socialization to isolated seniors. Going forward, a generous grant award from PSEG Foundation will help us to expand this program to all Nassau County residents in 2017.

**HIICAP (Health Insurance Information Counseling & Assistance Program)** - provides the latest health care options to seniors at no cost.
Select Senior Division Outcomes:

- **Ombudservice** - engages trained volunteers who work as resident advocates for seniors living in nursing, adult and assisted living homes.
- **SAFE and HEAP** - provides heating fuel to low-income seniors.
- **Veterans Residence** - provides permanent housing for up to eight veterans.

Looking ahead, FCA is committed to addressing issues of most concern to seniors as the population grows and becomes increasingly frail. Adding to this imperative is the knowledge that three out of every four people age 50 and over lack the funds to pay for long-term care expenses. We understand that community, home-based services are the most cost-effective way for us to assist the growing number of frail and isolated seniors.

**New additions to the Senior Division:**

**Alzheimer’s Support Caregivers Program** - Funded through the New York State Department of Health, in partnership with the Long Island Alzheimer’s Foundation, FCA is providing targeted caregiver services to underserved communities in Nassau County. In-home assessment and linking to community resources, support and education groups are being offered.

**Partnership Innovation for Older Adults** - Designed to address the needs of seniors 55+ who are falling through the cracks struggling with behavioral health, substance use and cognitive issues.

99% of seniors served were able to remain in their homes.
“I’m so pleased to report I’ve been visiting regularly with Mary, whose in hospice. She has no aide on Sunday evenings and is often alone at that time; she welcomes the company. I love my visits with Mary. Her stories are amazing. Her memory regarding all of her family members’ ages, schooling, careers, children’s ages and birthdays are amazing. Especially because she had 7 children and has many grand and great-grandchildren.

One time she took my hands in hers and said to me, “I’m glad you’re my friend because at my age I don’t have any friends, they’re all gone!” Funny I never thought of that. That is another reason why this program is so important. The best thing is she hugs me every time and tells me she loves me. Well, I love her too. You’ve matched us well and I thank you.”
ANNUAL REPORT

FISCAL YEAR ENDING

INCOME 2016

- Contributions: $2,387,390.00
- Government: $10,392,187.00
- Investment: $255,790.00
- Medicaid/Medicare: $5,893,568.00
- Fees/Other Income: $1,127,522.00

Grand Total: $20,056,457.00

EXPENSES

- Program Services: $16,767,052.00
- Management & General: $2,244,744.00
- Fundraising Services: $625,478.00

Total Expenses: $19,637,274.00
Net Income: $419,183.00
THANK YOU TO OUR 2016 SPONSORS & DONORS

FCA is grateful for the continued support of many compassionate neighbors. We wish to thank all of our donors whose ongoing generosity and vision enable us to provide help and hope for the vulnerable populations we serve.

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